Name : Hency Depani

Enroll. No. : 92200133014

Stakeholder Identification and Needs Analysis

Project Title : Online Grocery Delivery Web App Blink-Shop-Now

1. Stakeholder Identification and Needs Analysis

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For my Blink-Shop-Now project (a grocery shopping app for online delivery), there are various individuals and teams who will interact with or gain from using the system. Each of them has specific requirements:

Customers (End Users): They are looking for a quick and easy method to order groceries using the internet. They require the app to be simple to understand, secure when making payments, and capable of working properly even with weak internet or phones.

Delivery Partners: They require the system to provide accurate details about orders and the most efficient delivery paths, enabling them to deliver quickly and clearly.

Vendors / Shop Owners: They require a method to display their products, keep stock updated, and receive payments promptly. This supports their business growth.

Administrators (Owners/Developers of the platform): They need a panel to

oversee orders, users, and payments. They also desire information and summaries to assess the app's success.

Payment Partners (Banks/Wallets): They desire the system to process payments safely and stop any dishonest activities.

Community (Semi-urban and rural users): These users frequently experience weak internet access and have basic mobile phones. They need a simple app that still functions effectively in these conditions.

What research shows:

The online grocery business in India is expanding rapidly, meaning that many people are seeking dependable apps.

A well-made and easy design (UI/UX) encourages customers to spend more time using the app.

When making purchases online, people place a high value on trust and safety.

To connect with more users in rural areas, apps must be made efficient for slower internet speeds.

2. Problem Statement

Nowadays, people want their groceries delivered right to their door. Blink-Shop-Now, your app, attempts to address this, but there are problems:

Sometimes, apps like this are slow or lag when many users browse or place orders at the same time.

Users may not find items easily, so they leave or don’t order.

Information about products might not always be clear, causing confusion.

For people in areas with low internet or using basic phones, loading speeds and usability are issues.

Trust is more important for users they want secure login, safe payment, clear privacy of their data.

3. Ideation of Solutions

Here are three fresh ideas to help Blink-Shop-Now:

Smart Tech to Suggest Products and Make Search Better

Employ smart tech to change search results for each person and suggest items based on what they do and buy.

This helps shoppers find what they want faster and helps sellers get noticed.

Internet-Connected Logistics and Up-to-the-Minute Monitoring

Give delivery people internet-connected tools that find the best routes and provide live updates (like GPS).

This makes delivery better, cuts down on mistakes, and keeps customers and managers informed.

Expandable Online System with Better Protection

Put Blink-Shop-Now on a safe online system that can grow, secure payments, and follow rules (like PCI DSS).

This allows managers to grow, makes sure payments are safe, and lets customers trust that their transactions are protected.

4. Relevance to ICT Domain

Web Application Development: We used web technologies like front-end, back-end, product pages, cart, checkout to create Blink-Shop-Now.

Cloud/Hosting & Performance: Infrastructure, servers, and performance scaling are related to the requirement to manage a large user base and guarantee that the application doesn't lag.

Data & Information Security: Safe login, payment, and user data protection are important ICT components.

User Experience/UI/UX Design: ensuring responsiveness on all devices, clear images, efficient search, and clean navigation.

Trends in E-Commerce: Online grocery delivery is becoming more and more popular, especially for quick "last minute" orders. ICT topics include technologies such as caching, image optimization, responsive web design, etc.