System Vision Document

INF20015

Group Members

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**Introduction**

Based on the information provided, Royal Auto Services (RAS) is a car service and repair company with 10 outlets located in Victoria and New South Wales. The company has been experiencing a decline in service revenues and is contemplating closing five of the lesser-performing outlets in Victoria. To turn the business around, RAS has recruited a new head of store operations, Jo Peters, who is open to an innovative proposal to maintain existing outlets and improve sales and profits.

The company's current business processes involve customers calling to make appointments, and the customer's vehicle being brought in by the owner on the day of the appointment. The store manager explains the job details to the car owner and records the information in a pre-printed book. The store manager gives an estimated price of the job and requests the customer's signature before proceeding. Technicians work on the scheduled jobs, and upon completion, the store manager verifies the tasks and calculates the costs. The company's current system involves keeping records in various formats, including paper-based documents and computer-based spreadsheets, which sometimes lead to errors.

Jessie Stephenson envisions automating as much of the processing as possible. She would like to have a POS system that keeps track of customer accounts, car details, service jobs, and generates bills and receipts. The system should be linked to a parts inventory database, and receipts would be triggered automatically when a customer pays by EFTPOS. Detailed analytical reports would help to gauge business performance and strategies to run the business better. The POS should also have an integrated accounting system that posts all expenses, payments, and stock detail movements automatically to the system without the need for freelance bookkeepers. The system should generate Profit and Loss Statements and Balance Sheets.

Instead of closing outlets, Jo plans to maintain all existing outlets and expand by adding three more new outlets in New South Wales and four in South Australia. The expansion is planned for July 1, 2024, in line with the rollout of an innovative and competitive IT solution.

**Problem description**

The proposed change for RAS is to implement an integrated and automated system that streamlines their business processes, increases efficiency, and enables them to provide better customer service. This new system will automate the booking process and enable customers to make reservations, cancel bookings and view their reservations over the internet. Additionally, it will also keep track of customer accounts, car details, service jobs, and generate bills and receipts. The system will be linked to a parts inventory database and when a customer pays by EFTPOS the receipt will automatically be triggered by the POS system.

The proposed system will also include detailed analytical reports that allow Jessie and Jo to gauge their business performance and implement strategies to run the business more effectively. Moreover, an integrated accounting system will eliminate the need for freelance bookkeepers and generate profit and loss statements as well as, balance sheets automatically.

This new system will help RAS maintain all existing outlets and expand by adding new outlets in NSW and SA, as planned. Overall, the proposed change will modernize RAS and allow them to compete effectively in the market while providing better service for their customers.

**System capabilities**

The new system should have some capabilities that would be solutions to this declining project:

**1.Online booking system:** Customers should be able to make appointments, cancel reservations, and view their reservations online thanks to the implementation of an online reservation system. The consumer experience will be enhanced, and errors will be decreased. Customers can modify and prepare their reservations using this system, and all reservations can be made online, negating the need for any manual procedures, such as going to the store to schedule a repair appointment.

**2.Automative Database:** The automobile system should gather customer information, and current offers and after-service advertising would give repeat customers and the knowledge of new outlets could be quickly sent through mail or messaging. This system can backup customer information and keep it up to date. Any promotions, such as a quick discount and more advertising, can draw a customer's attention.

**3.Analytical reporting:** For this reason, profit should be collected daily so that Jessie Stephenson can clearly see the exact investment made with profits highlighted. This will enable Jessie Stephenson to assess his business performance and make wise decisions about how to run it more effectively. This system can offer remedies if any company practices need to be changed.

**4.Accounting Management:** To manage client accounts, vehicle information, service requests, and to create invoices and receipts, a contemporary system should be put into place. A components inventory database should be connected to this system because doing so will help you monitor stock levels and boost productivity. Finally, accounting can resolve the database with customer authorization eligibility.

**Business Benefits**

Tangible Benefits

**1.Increased Efficiency-** Royal Auto Services (RAS) will be able to eliminate manual errors which can benefit them to streamline their operations. This will ultimately help to reduce the cost involved in completing the tasks and improve its efficiency on the other hand.

**2.Improved Financial Management**- Improved system will benefit the business to keep a good track of its financial transactions which includes payments, expenses and can generate accurate financial reports such as Balance Sheet and P&L Statement so that they are able to monitor their business performance and make suitable decisions which will improve their revenue.

**3.Cost Saving-** The new system will eliminate need for paper-documents or the bookkeepers which means the system will be more automotive and this would save administrative costs.

**4.Customer Service-** By allowing customers to look or make online bookings, the new system can increase convenience for customers, and the integration of the POS system with an inventory database can help ensure that if the required parts are available when needed.

**5.Protecting Customer Data-** By the installation of the new system, RAS will be gathering and keeping client data, such as their personal and financial information. Enhancing consumer trust and pleasure by implementing cybersecurity measures like encryption and access limits will help secure this data from possible cyberattacks and data breaches.

However, the implementation of the new system also raises concerns about cybersecurity risks. RAS would have to take appropriate measures to ensure the security of its system and protect customer information. By implementing cybersecurity measures, RAS can prevent cyberattacks and protect its reputation and customer trust.

Intangible Benefits

**1.Improved Decision making-** Access to detailed analytical report will help RAS to look at their current performance and develop strategies to improve its profitability by make timely and correct decisions.

**2.Customer satisfaction-** With the implementation of new system, customers will have a more efficient and convenient experience, leading to increased satisfaction.

**3.Brand Image-** By providing customers with a modern and more convenient service experience, RAS can improve its reputation which further leads to brand loyalty and new customer acquisition.

**4.Competitive Advantage-** The adoption of a modern and automated system can provide RAS with a competitive edge over other auto service providers that are yet to embrace such technology, resulting in increased customer attraction and enhanced profitability.

In conclusion, the adoption of a modern and automated system can bring various benefits to Royal Auto Services (RAS), both tangible and intangible.