

### Kantini Kegs – Detailed Project Description

*You are Jenny Kantini, the owner of Kantini Kegs. You have provided SS Consulting with the following project brief:*

Kantini Kegs is a family owned business supplying ingredients and equipment to the food and beverage industry. The business specialises in ingredients for the craft brewing industry.

A new and fast growing part of the business is to provide stainless steel kegs to breweries and cider makers all over Australia, on a rental basis. Rental kegs remain the property of Bintani when they are leased to our customers.

We keep our customer and rental information in a spreadsheet, and we are finding that it just does not meet our needs. There is a lot of duplication, and we just can't get the information and the reports that we need.

We want a system that allows our customers to order rental kegs on-line and accept payment. It should also deal with deal with expiring rentals and rental renewal, track a keg's location - we are very keen on knowing the location of our kegs once our customers fill them up and sell the contents to their customers. We would also like lots of reminders and reports for both our business and our customers. Our aim is to know where all our kegs are at all times. They are too expensive to lose.

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*You have thought further about what you would require and you are going to discuss the following information with SS Consulting during your first interview:*

*Client persona to be adopted during interview:* \_\_\_\_\_

Rental keg customers are typically breweries / cider makers that will fill our kegs with their product and sell the contents to their customers who are generally bars / pubs etc. Once empty, the brewery will collect its emptied kegs. Bintani rents the kegs to its customers for fixed 12, 24 or 36 month periods. We sometimes do monthly rentals – the cost is much higher. At the end customers often can't recall where the kegs are, and many of them go missing. We do take a deposit, but it does not cover the cost of the keg, so we just put up with loss.

Currently all our customers just ring the no. on the website if they want to rent our kegs. We actually don't have any information on the site about the rentals. The business has grown by word of mouth.

We then discuss the rental cost options, and if they want to go ahead, we send them an invoice. Once they pay we organise to get the kegs delivered. The courier we use offer a delivery tracking service, so they should be able to use the system to track the delivery. All kegs are individually marked with a serial number in the form of a QR code. At the moment we currently use a scanner on our phone to scan the keg details into the spreadsheet.

We want a system to record keg serial numbers, Kantini customer details, type of keg (size, type, spear), rental period, rental cost per month, notes. If a customer has been sent an invoice, but does not pay, we want to be able to follow up a couple of weeks after we have sent the invoice.

We want various reports on things such as expiring rentals, location of kegs for expired rentals, etc.

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We also want to offer our customers a keg tracking service. Once our keg reaches them we want them to be able to enter where the keg goes, who it goes to, when it goes and when it comes back. This way we will know exactly where our kegs are. We want them to be able to use a scanner as well to put keg details into the system. Our hope is that they use our system to keep a track of the kegs we rent to them.

If a keg has been returned and it is no longer usable, we need to remove it from the system. Also sometimes kegs are damaged and have to be replaced, so that needs to be recorded as well.