|  |  |  |  |  |  |  |  |  |
| --- | --- | --- | --- | --- | --- | --- | --- | --- |
| Identifier | Stakeholder | Action | as is | | Problems | to be | | Solution |
|  |  |  | many applications | single application |  | many applications | single application |  |
| DOO\_02 | Courier | delivery the orders | + |  | A large amount of work | + | - | - |
| DOO\_02 | Courier |  | + |  | Errors in data transmission |  | + | provision of data by the client |
| DOO\_02 | Courier |  | + |  | Poorly structured processes |  | + | structuring work and tracking tasks in one application |
| DOO\_03 | Customer | take an order | + |  | long wait for an order | + | - | - |
| DOO\_03 | Customer |  | + |  | Errors in data transmission |  | + | provision of data by the client |
| DOO\_03 | Customer |  | + |  | limited customer support |  | + | in-app support |
| DOO\_03 | Customer |  | + |  | Incorrect order assembly |  | + | the ability to verify correctness |
| DOO\_04 | Store/catarer | assembling the order | + |  | Poorly structured processes |  | + | structuring work and tracking order in one application |
| DOO\_04 | Store/catarer |  | + |  | Inability to contact the client directly |  | + | provision of data by the client |
| DOO\_05 | Operator | processing and transmission of information on the order | + |  | High order volumes causing operator overload |  | + | automation of processes |
| DOO\_05 | Operator |  | + |  | Errors during manual data entry |  | + | automation of processes |
| DOO\_05 | Operator |  | + |  | Lack of automation it the data entry process for orders from caterers |  | + | automation of processes |
| DOO\_06 | Dispatcher | tracking order statuses | + |  | Delays in updating delivery statuses |  | + | automation of processes |
| DOO\_06 | Dispatcher | tracking the location of couriers | + |  | Difficulty monitoring all couriers in real time |  | + | automation of processes |
| DOO\_07 | Accounting department | accrual of salaries to couriers | + |  | Errors in payment calculations |  | + | tracking the status and composition of the order yourself |
| DOO\_07 | Accounting department | settlement with catarers | + |  | Difficulties with manual data entry |  | + | tracking the status and composition of the order yourself |
| DOO\_08 | Administrator | access rights | + |  | Error in setting up access permissions |  | + | automation of processes |
| DOO\_08 | Administrator | registered the couriers | + |  | Challenges with system updates and scalling |  | + | a single application implies greater flexibility |
| DOO\_10 | Investors | monetary investments | + |  | Insufficient detail in the business plan |  | + | a single application implies greater flexibility |
|  |  |  | + |  | High competiton |  | + | a single application implies greater flexibility |
|  |  |  | + |  | Risks of low liquidity or losses in the early stages |  | + | a single application implies greater flexibility |