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Content

Business Model

Key Activities

CR Window Cleaning & Cleaning Service/CR Vinduespolering & Rengøring (CR) was founded in 1998 by Claus Rasmussen. He started his business quite simple with by running around and cleaning windows for its customers in Odense and Fyn.
The company kept growing steadily for many years. In 2009, CR grew to a certain size that Claus decided to employ Ole Lauritsen as a window cleaner. Initially Claus and Ole drove around together, but after a short period he had purchased another car thus both has more time to service all the new customers in a satisfactory manner.
Today Ole Lauritsen is the operation manager and he is responsible for the daily operation and at the same time has an overview of the company's vehicles and personnel consisting of 28 window cleaners and cleaners, and office staff
CR has almost 20 years of experience in cleaning industry. They offer window cleaning services as well as normal cleaning services for businesses and individuals, for commercial and private locations.
The main activities are Window cleaning for business and individual. CR Window Cleaning & Cleaning performs window cleaning and cleaning of window frames in all types of building, both inside and out. For both private and business from the branch situated in Fredericia, and for customers in Kolding, Vejle, Middelfart and Fredericia.

Key Partners

Employee: the company relies on the employee's turnover.
Customers: the company has customers in Odense as well as in Kolding, Fredericia and Middelfart. Their customers are private economic operators, professional associations, banks, municipal and private institutions, housing associations, etc.

Key Resources

- Employees (28)
- Cleaning equipment
- Vehicles
- IT System
- Knowledge of the market

Value Proposition

- Skilled and competent window washers with many years of experience
- Customize service: flexible times based on the specific customer’s needs
- Cheap window cleaning service: the head office is in Odense, but the window cleaners are assigned cleaning tasks, which are closed to their resident locations. In other words, the company would save cost on transportation, thus they can offer a very affordable window cleaning service to their customers.

- Environmentally friendly products: detergents that are inexpensive, environmentally approved and have ecolabels - Svane logo
- Coverage a big area: all of Funen and much of Jutland
- Hight quality service: efficient cleaning by the appropriate use of machines and precision
- Maintain good relationship and keep regular contacts with their customers
- Customer satisfaction is continuing improvement are company's key strategies

Business Case

We help the company to make a customer schedule management system to better manage customer's appointments and more convenient for their employees to use the software. Thus, they can improve their service quality and customer's satisfaction

Use Case

- Use Case 1: Managers - as an administrator - can add or update customer information, date and time and assigns tasks for his employees on the system, he can also edit the input information

- Use Case 2: Employee - as a user - can log in the system daily and check their working schedule. However, the employees cannot change the information in the system

Personas

We've decided to focus our scenario's around the 3 main personas found in the company.

- Users who does not know much about computer and technology
    - can use technology such as smart-phones ect.
    - Relies on tech support for all issues
    - Prefers old methods such as paper slips and notes
- Users who are tech savvy and enjoy using computer
    - Contacts tech support for major issues only
    - Enjoys using online / tech based organization tools
- Users who does not speak Danish very well
    - See less tech savvy persona

Scenario

Use Case 1

Scenario 1

- Administrators log in the system with an username (email) and password, the system checks authorization and verify whether the input

information is correct. If the input information is correct, the system allows the administrator to log in. The administrator now can add *__customer information__ (customer name, customer address, customer postal code, customer city), *__working schedule__ (starting time, closing time) and *__assign tasks__ (employees name) to the users. The system updates and displays the input information on the screen

Scenario 2

- Administrators log in the system with an incorrect username (email) and password, the system fails to verify the authorization and denies access to the system. The administrators can try to log in the system again. If the username and password are correct, the system allows the administrators to access the system and update *__customer information,__ *__working schedule__ and *__assign tasks__ (employees name) to the users. If the administrators put incorrect username or password 3 times, the system will block the access for 10 minutes

Use Case 2

Scenario 1

- Users log in the system with an username (email) and password, the system checks authorization and verify whether the input information is correct. If the input information is correct, the system allows the users to log in the system and see information on the screen.

Scenario 2

- Users log in the system with an incorrect username (email) and password, the system fails to verify the authorization and deny access to the system. Users can try to log in again. The system will allow them to access the system once they input the correct username and password

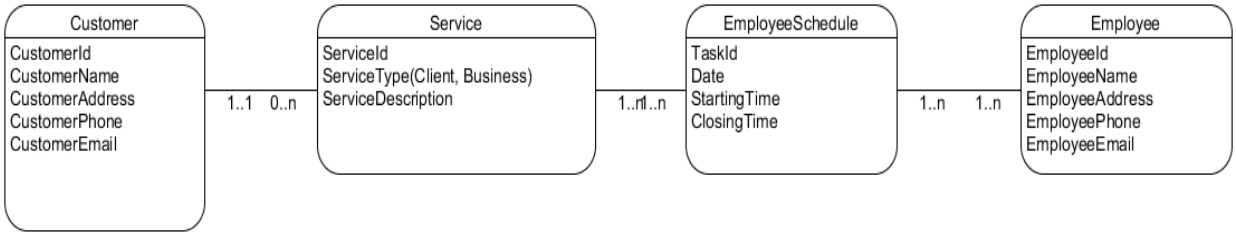
Actors

- Users
  - Employees
- Admins
  - Office Staff
  - Managers

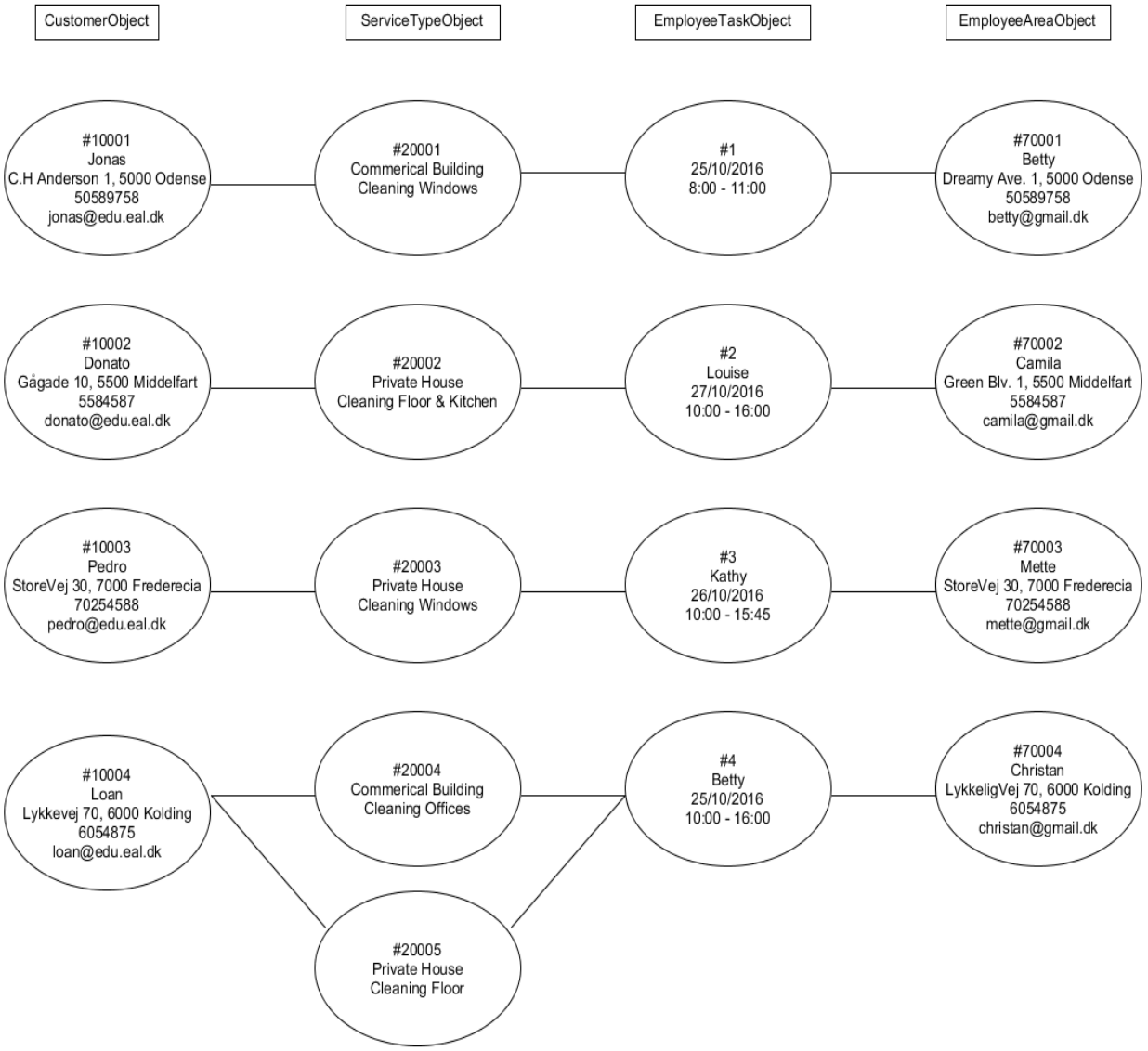
Stakeholders

Ole, and his co-partner (50/50 ??)
And all the employees themselves.

Domain Model

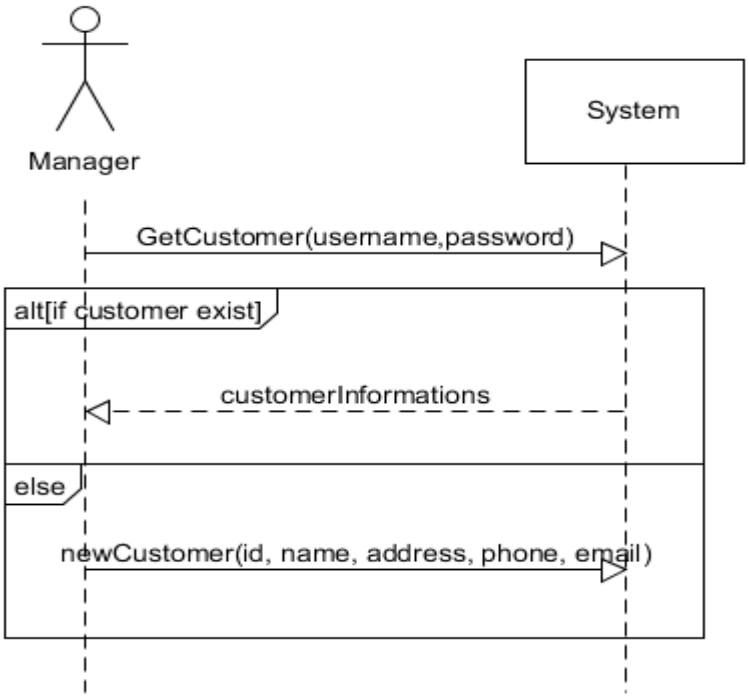


Object Model

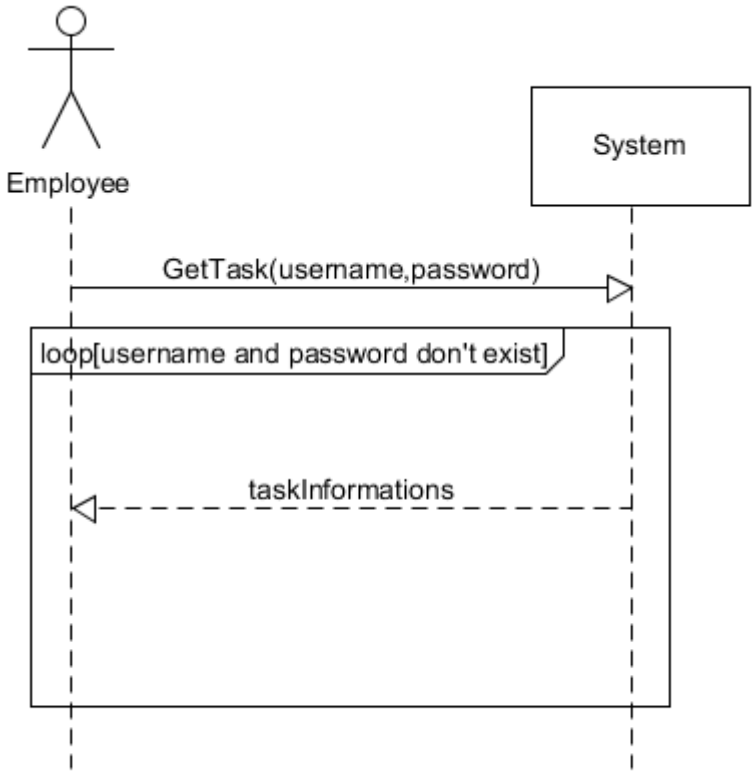


System Sequence Diagram

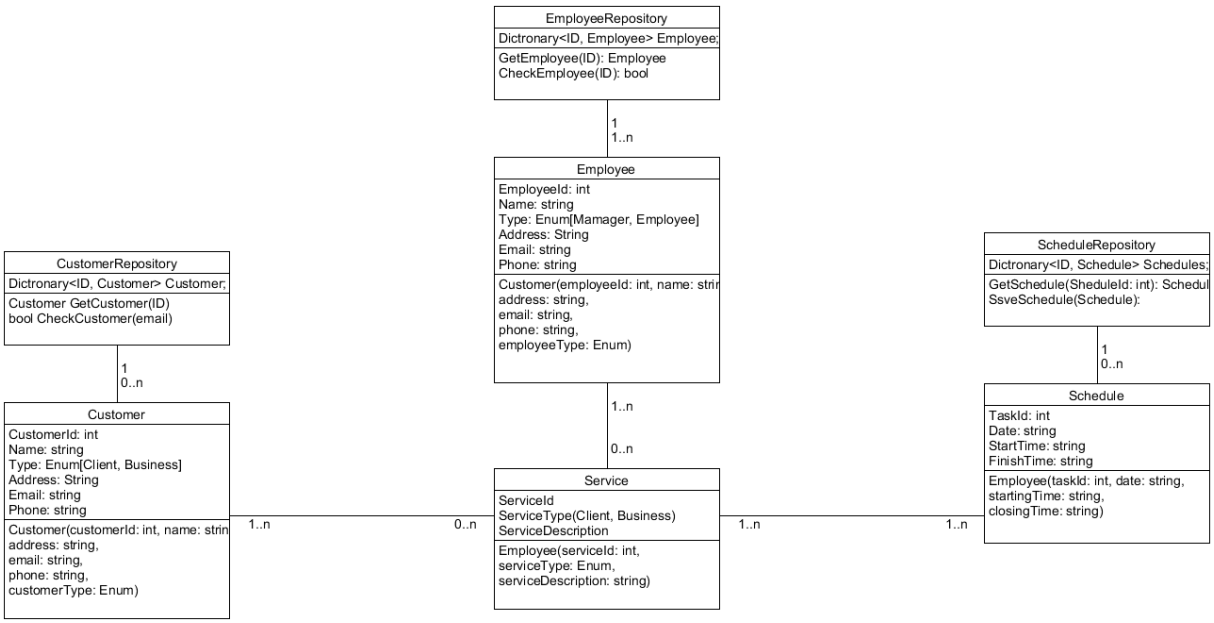
- Use Case 1



- Use Case 2



Class Diagram



Sequence Diagram

Employee