Chart, funnel chart

Description automatically generated

# **BusinesSolution**

# **Storing & Retrieving 2022/2023**

**Group 33:**

Daniel Franco - 20210719  
João Malho - 20220696  
Karim Miladi- 20220720  
Rafael Dinis - 20221643  
Tomás Vicente – 20221355

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1. **Our company, the BusinesSolution**

Within the scope of Storing and Retrieving Data, it was proposed a project to design a relational database over a fictitious business. We introduce our fictitious business as “BusinesSolution (B.Solution)” during project presentation.

B.Solution is an online and physical retail company directed to satisfy small and medium enterprises necessities over office accessories, hardware and furniture, it began in Portugal in January of 2019 and since then already expanded to Spain in 2020 and France in 2021.

1. **Product catalogue**

B.Solution has high variety of hardware, we sell accessories like headsets and ram cards, copiers, phones, furniture (like chairs, tables, etc..), among some others. We’re currently the market leaders, our prices are very competitive ranging from € 6 to € 2,800 (average price is around € 183).

Our business core are the copiers which is the best subcategory in terms of sales, while headsets (accessories) is the one with most orders and products delivered since 2019, our customer’s favourite.

1. **Customer Journey**

The first step as our customer is association, clients can register their profiles in our website or with an assistant in physical stores, providing some personal information like name, email, phone number, birthdate, country, address, and zip-code in the process. We recommend the registration to be on our website, our store assistants can also provide the necessary help in physical stores, because all information will need to be inserted in internal application, which website is directly linked. Our online stores also display the full product catalogues and stock availability per store.

Once an order is placed and confirmed, the required items will leave our warehouse as soon as possible and will be delivered to the customer address provided in the profile. Also, our system will procced to generate the invoice and send it to the customer in the same day as the purchase was made. Invoice will regard the information of client online profile, including name, full address, description of items, amounts, vat applied, according to store country, and invoice number. Note that to complete the order the payment must be done. (that’s why issue dates are equal).

Our website can also provide the customer’s full history of orders and invoices. We want to keep a close and sincere relationship with our clients, giving them the possibility to rate in a range of 1 to 5, which will be reflect in rating average per each product and over our companies ratings.

*Image 1 – Entity Relationship Diagram (ERD)*

**Diagram

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