UNIVERSITI TEKNOLOGI MALAYSIA

SECP2613 SYSTEM ANALYSIS & DESIGN

PROPOSAL OF

Hasta Travel and Tours Operational Process System

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1.0 Introduction

In today's competitive car rental industry, efficient operations, real-time visibility, and seamless customer interactions are crucial for growth and profitability. Hasta Travel and Tours Sdn. Bhd. recognizes the strategic importance of technology in overcoming operational hurdles and driving business forward. The transition from manual, fragmented processes to integrated, automated solutions is a key requirement for achieving operational excellence.

Based on our analysis of the challenges typically faced in this sector, including manual operational workflows, isolated booking systems, difficulties in real-time fleet tracking, inefficient data logging for fuel and mileage, manual pricing adjustments, and cumbersome payment procedures, our team has developed a targeted response.

We are pleased to present this proposal for a comprehensive Car Rental Management System designed specifically to address these pain points for Hasta Travel and Tours. This system offers a modern, integrated approach to managing all critical aspects of their car rental business.

Acting as a unified central platform, the proposed system directly replaces disconnected manual tasks with automated and integrated workflows. Key features include a Unified Operations Dashboard for complete oversight, Enhanced Booking Integration and Automation, a Real-Time Fleet Monitoring System, Digital Logging for Fuel and Mileage Tracking, an Automated Dynamic Pricing Engine, a Centralized Payment System with automated confirmation and deposit management, and a dedicated Client Management Module encompassing blacklist and membership systems. This integrated suite is engineered to bring unprecedented efficiency and control.

Implementing this system will deliver significant operational improvements, leading to reduced manual effort, increased accuracy, and access to real-time data for informed decision-making. These efficiencies will enable Hasta Travel and Tours to optimize resource allocation, enhance service delivery, and position the company for scalable growth.

This proposal outlines our strategic plan for deploying this essential management system for Hasta Travel and Tours. It details the proposed solution, our proven methodologies, key objectives, project timelines, and the anticipated outcomes. We are confident that this investment in technology will provide Hasta Travel and Tours with the robust platform needed to achieve operational excellence and secure a competitive advantage in the market.

2.0 Background Study

Currently, Hasta Travel and Tours Sdn. Bhd. operates its customer booking process largely through direct communication channels, primarily relying on WhatsApp chats for initial inquiries and confirmations. Although customer interactions occur via this informal method, the necessary booking and customer data is subsequently entered manually into their internal database. This dual process involves significant manual effort and creates an inherent disconnect between the customer interface and the core management system.

The customer's journey typically involves inquiring about vehicle availability and completing the booking either through WhatsApp or directly at the premise. Upon commencing the rental, essential customer and rental details are collected. A critical manual step requires customers to report the vehicle's status both pre-rental and upon return. This reported status is directly linked to the security deposit refund process, where the deposit's return is contingent upon adherence to company policy and the absence of issues encountered during the rental period, requiring manual review and decision-making.

However, this current operational model, while facilitating bookings, presents significant challenges in terms of efficiency and control. The reliance on manual data transfer from informal channels like WhatsApp leads to disconnected workflows and inherent delays. The absence of a centralized, automated system makes real-time tracking of the fleet and vehicle status difficult and renders processes like deposit management, tracking fuel/mileage, and implementing dynamic pricing cumbersome and prone to errors. Managing customer data and identifying potential issues efficiently is also challenging within this fragmented setup. These limitations collectively impact operational scalability, data accuracy, and overall management effectiveness.

3.0 Problem Statement

Coming to the issue explanation part of the past framework, there are a couple of operational and system-related challenges that may hinder efficiency, scalability, and customer experience. Many of these issues arise from relying too heavily on manual processes and a lack of automation across various business functions..

- Manual and Disconnected Operational Processes

Most of the company's daily operations, such as booking confirmation, vehicle status updates, and customer records, are handled manually or through disconnected tools. Due to these systems not being integrated in the company's internal system, it results in frequent delays, inconsistent data, and additional administrative workload which juggles through multiple platforms. Needing staff to frequently cross-check information from different platforms which not only slows things down but also may lead to mistakes, especially during busy periods.

- Limited and Isolated Booking System

The company currently uses a separate system that does not operate within the company's internal system to accept rental requests from customers. While this is a user-friendly and familiar method for clients, it results in the booking having no real-time sync with the vehicle availability, making staff manually confirm each request, check if the car is available, and process the payments. This approach makes it hard to scale and slows down the booking process, especially if the volume of requests increases.

- Lack of Real-Time Fleet Visibility and Vehicle Status Tracking

Hasta Travel doesn't have a centralized system that can keep track of the real-time status of its fleet. That means there is no way to know for sure which vehicles are currently being rented, which are under maintenance, and which are available to rent. The problem is worsened by the fact that some of the vehicles in the fleet are owned by the company and some by outside investors. Without a clear dashboard to show all of this information and an automated system to keep everything in order, scheduling becomes that much harder, and the chances of double-booking a vehicle or missing routine maintenance go way up.

- Inefficient Fuel and Mileage Logging After Rentals

Post-rental, the levels of fuel and the mileage of the vehicle are recorded. This is done in a slow manual style, which leaves room for error. That error-prone process can lead to wrong logs for both fuel and mileage, and that can affect the service intervals we schedule for vehicles as well as their overall performance in between those scheduled service times. The company was not using the inputting system to generate any reports or pattern analysis either.

- Manually Managed Dynamic Pricing

Hasta Travel uses a dynamic pricing approach to set rental car rates. The rates vary according to the model of the car, how long the car is being rented, and what kind of customer is renting the car. This system is not automated, though. Someone from the company makes the pricing decisions. And that leads to inconsistencies and lacks transparency for customers.

- Inefficient Payment Workflow

Hasta Travel currently faces challenges in managing and confirming customer payments due to the lack of a unified, automated payment system. Payments are often made via manual bank transfers or cash, requiring staff to manually verify transactions, cross-reference them with booking records, and update payment statuses. This process is prone to errors, delays, and missed confirmations, especially during high-volume periods. Moreover, the current system does not support automated transaction logs, making it hard to scale as the business grows. This fragmented payment experience hinders operational efficiency, may cause revenue leakage, and weakens customer trust.

- No Centralized System for Blacklisted Clients and Memberships

Hasta Travel tracks its good and bad customers in an inefficient way. The current system makes it difficult to enforce restrictions on the bad customers and to remember the usefully memorable things about our good customers. Without a structured system, there’s a risk of repeated offenses from banned individuals and lost engagement opportunities with high-value customers.

4.0 Proposed Solution

In this section, we will propose solutions that directly address the issues stated in the previous section.

- Unified Operations Dashboard

The whole business will be controlled by a central operations dashboard. This dashboard is segmented by user roles (Admin, Partner, Customer). For Admins, the dashboard provides a high-level overview of the business. For Partners, the dashboard provides a more focused view of their own car listings and upcoming reservations. For Customers, the dashboard serves as a personal profile and access point to their rental history.

- Enhanced Booking Integration and Automation

Instead of eliminating WhatsApp as a method of booking, we suggest making it more effective by adapting the WhatsForm submissions into the new system so that they function as part of the system. Requests that come from WhatsApp would be effectively captured and linked to the internal booking system, which would instantly check vehicle availability, calculate dynamic pricing, and generate auto-responses. This preserves the user-friendly nature whilst increasing speed, consistency, and scalability.

- Real-Time Fleet Monitoring System

A fleet monitoring module should be introduced to provide live updates on the location, availability, and condition of each car. The system would include filters to distinguish between company-owned and investor-owned vehicles, providing better transparency for both internal staff and external stakeholders. Both admins and partners (investors/car owners) would have the ability to add, edit, and delete car entries. With real-time visibility, we can more precisely schedule use of cars and thus reduce the risk of double-booking any cars or overusing certain cars.

- Digital Logging for Fuel and Mileage Tracking

To tackle the inefficiencies in post-rental inspections, a digital check-in/check-out solution will be implemented. Staff or clients can record mileage and fuel levels through a terminal, supported by photo uploads for verification. Customers can sign off digitally and, optionally, submit feedback about cleanliness or condition. The data will be stored automatically in the system and linked to each rental, making it easier to track usage, plan any needed maintenance, and resolve disputes fairly and efficiently.

- Automated Dynamic Pricing Engine

A dynamic pricing model should be built into the system to adjust rental prices in real time. This model can consider factors like vehicle type and condition, rental period, customer history, and even special membership discounts. Automating this process ensures that pricing remains competitive and consistent and that any price changes post-rental are fully explained to customers. Undoubtedly, this approach is also an effective way to reduce the amount of manual work needed to serve customers.

- Centralized Payment System with Automated Confirmation and Deposit Management

To tackle payment-related inefficiencies, the proposed system will establish a centralized payment module that supports diverse payment means, such as bank transfers, credit/debit cards, QR codes, and much-favored e-wallets. Each payments pathway will be fully integrated with the booking system, allowing for real-time confirmation and automatic status updates upon the successful completion of each transaction. Secure storage for unique reference IDs and payment logs will be made available for audit and reporting purposes. Customers paying via manual transfer will have at their disposal an upload facility for proof of payment. In addition, the return of deposits will be fully automated. Once a rental is marked as returned and approved (based on car condition and check-out verification), the system will trigger a deposit refund to the customer's original payment method.

- Client Management Module with Blacklist and Membership System

An exhaustive database of clientele must be established to contain and control a database of customer profiles. This would include rules for blacklisting and information about membership tiers. Blacklisted individuals would be automatically flagged during booking attempts, while regular customers could benefit from a points-based loyalty system, which are automatically tracked and applied by the system, improving engagement and retention.

Table 1 Problem Statement with Proposed Solution

Problem Statement	Proposed Solution
Manual and Disconnected Operational Processes	Unified Operations Dashboard
Limited and Isolated Booking System	Enhanced Booking Integration and Automation
Lack of Real-Time Fleet Visibility and Vehicle Status Tracking	Real-Time Fleet Monitoring System
Inefficient Fuel and Mileage Logging After Rentals	Digital Logging for Fuel and Mileage Tracking
Manually Managed Dynamic Pricing	Automated Dynamic Pricing Engine
Inefficient Payment Workflow	Centralized Payment System with Automated Confirmation and Deposit Management
No Centralized System for Blacklisted Clients and Memberships	Client Management Module with Blacklist and Membership System

4.1 Feasibility Study

To ensure Hasta Travel's proposed solutions are viable, we've conducted a thorough feasibility study across three areas: technical, operational and economic feasibility. This study aims to determine if the new system is practically ideal or not and to see whether it is sustainable or not for the company in both the short and long term.

4.1.1 Technical Feasibility

The platform improvements proposed here includes a centralized dashboard, real-time fleet monitoring, booking integration with WhatsApp, digital rental logs, and automated payment systems, to name a few. They are all quite doable these days with the modern web development tools at our disposal. Technologies such as React for the frontend, Node.js or Laravel for backend APIs, and either PostgreSQL or Firebase for keeping track of the data. That seems a solid enough technical foundation for getting these ideas off the ground.

Also, services from third parties such as WhatsApp (via WhatsForm or the WhatsApp Business API), Stripe, or local bank payment gateways, and cloud hosting providers such as AWS provide extensive SDKs and APIs that make for easy integration. Standard security protocols like HTTPS for logging in, and AES encryption for sensitive data can be employed to ensure data safety and to comply with personal data regulations. From a development perspective, the system presents no unusual technical challenges and can be developed and maintained in a modular fashion.

4.1.2 Operational Feasibility

The core of the proposed system consists of operational enhancements. Hasta Travel will reduce redundancy, clerical errors, and communication delays by moving to a fully automated system from one that is only partially so. Current processes, like sending confirmation of bookings via WhatsApp, checking fuel and mileage manually, or handling deposits, will be centralized, digitized, and integrated into the new system.

This will increase the speed of customer service, minimize staff and partner friction, and optimize the better user functionality in the interface. Many of the proposed features (for example, digital check-in/out, membership tracking, and automated dynamic pricing) support and enhance the existing service operations rather than replacing them entirely, so the learning curve for users (admin, partners, customers) remains minimal.

4.1.3 Economic Feasibility

The initial cost of building and launching the system is a moderate investment compared to the long-term gains it brings. Beyond just convenience, automation reduces labor needs, minimizes errors that could result in lost revenue, and opens the door to new revenue streams such as:

- Optional insurance purchases
- Reward-based loyalty programs
- Partner expansion via easier vehicle listing management

The following table outlines the projected costs and benefits of implementing the proposed system for Hasta Travel:

Table 2 Accumulated Cost Analysis Table

Costs	Year 0	Year 1	Year 2	Year 3	Year 4	Year 5
Development Costs						
Hardware	35,000					
Software	18,000					
Consultant Fees	20,000					
Staff Training	12,000					
Total Development	**85,000**					
Operational Costs						
Cloud Hosting & Licenses		6,000	6,300	6,615	6,946	7,293
IT Support & Maintenance		10,000	10,500	11,025	11,576	12,155
Supplies/Admin Costs		2,500	2,625	2,756	2,894	3,039
Total		18,500	19,425	20,396	21,416	22,487
Total (Present Value)		17,380	17,054	16,747	16,457	16,185
Accumulated Cost	85,000	102,380	119,434	136,181	152,638	168,823

Table 3 Accumulated Benefits & Profitability Analysis Table

Benefits	**Year 0**	**Year 1**	**Year 2**	**Year 3**	**Year 4**	**Year 5**
Operational Efficiency Gains		30,000	32,400	34,992	37,791	40,815
Increased Booking Volume		18,000	19,440	20,995	22,675	24,489
Customer Retention (Loyalty)		12,000	12,960	13,997	15,117	16,326
Total Benefit		60,000	64,800	69,984	75,583	81,630
Present Value of Benefits (5% discount)		57,143	58,776	60,459	62,193	63,980
Accumulated Benefits (PV)		57,143	115,919	176,378	238,571	302,551
Gain/Loss		(37,381)	8,878	53,811	97,451	139,831
Profitability Index	**133,728/ 85,000 = 1.57**					

Conclusion: The feasibility and cost-benefit analysis demonstrate that the implementation of the proposed system is highly viable, operationally manageable, and financially beneficial. With improved operational performance, stronger customer engagement, and a rapid return on investment, Hasta Travel will be well-positioned for sustainable digital growth.

5.0 Objectives

The central objective of this proposed system is to design an automated, centralized car rental management system for Hasta Travel to maximize the efficiency, accuracy, and scalability of their operations. The current manual system used by the shop, which includes WhatsApp-based communication and manual records, has proven to be inefficient in handling increasing customer demand, maintaining correct records of rented vehicles, and receiving payments efficiently. Hence, the new system endeavors to counter these challenges through the deployment of an easy-to-use web-based platform.

The system will enable customers to browse available cars, compare prices according to dynamic and flexible rules of pricing, and directly book cars utilizing an online interface. This will reduce the level of manual communication and enhance customer experience through real-time booking confirmation and availability. The platform will also support backend operations, such as tracking vehicle conditions like mileage and fuel used, rental history, and automatic payment calculation based on rental conditions and duration.

For the administrative staff, there will be modules within the system to distinguish between company-owned and investor-owned vehicles, through which usage and revenue can be tracked and reported correctly. Another important aspect is the automated bank statement reconciliation tool built into the system, which matches incoming receipts against bookings to reduce fiscal inaccuracies. The system also incorporates a blacklist management feature, whereby the company can block unwanted customers and maintain service quality and security.

Second, the goal is to have all information—rental records, payment history, and customer profiles—securely stored and on-hand through a clean, well-organized interface. This will assist in making business decisions and expansion in the future by providing actionable data in the form of reports and summaries.

Finally, the project will digitise and update Hasta Travel's rental business to make it more efficient internally, increase the quality of client satisfaction, and assist in long-term business growth.

6.0 Scope of The Project

In this project, we plan to develop nine use cases.

1. Manage Profile
    - Implement a user registration module, allowing the customers to create an account and manage their profile (username, password,personal detail, etc)
    - Collect basic information from the customers (username,password,personal detail,driver's license, address etc) during the sign-up process in order to store them in a streamline database.
    - Actor involved: Partner, Admin

2. Manage Car Listings
   Develop a management module that allows the admin to add, update, and delete car details (model, year, price, status, etc.).
    - Enable partners (car owners) to upload their cars for rent with all relevant information and manage availability.
    - Actor involved: Partner, Admin

3. Manage Car Reservations
    - Implement a reservation module for customers to search available cars, book them, and view their reservation history.
    - Allow admin and partners to manage booking requests, confirm availability, and update status
    - Actor involved: Admin, Customer, Partner

4. Manage Feedback Form
    - Provide a mechanism for customers to leave feedback on their rental experience, and for admin/partners to view and manage feedback.
    - Include a specific section in the feedback form for customers to mention car condition, cleanliness, and service quality.
    - Actor involved: Customer, Admin, Partner

5. Manage Rental Records
    - Auto-generate rental records based on confirmed bookings, including payment status and rental period.
    - Allow admin to edit these records if required (e.g., damage claims, special discounts).
    - Actor involved: Admin, Customer

6. Manage Reward
    - Introduce a gamification system where loyal customers can earn rewards (e.g., discounts, free upgrades) when certain milestones are reached.
    - Actor involved: Admin, Customer

7. Dashboard
   Design and develop a dashboard for each type of user for easy access to essential information:
    - Design and develop a dashboard to offer convenience to each user.
    - For admin, there will be an overview of cars, rentals, customers, and partners.
    - For students, there will be provided profile details, rental history, and rewards earned.
    - For partners, there will be provided cars listed, rental requests, and performance.
    - Actor involved: Admin, Customer, Partner

8. Manage Insurance Purchase
    - Integrate an insurance purchase module that allows customers to buy additional insurance coverage when booking a car.
    - Provide detailed insurance options and costs, and enable customers to select and purchase suitable coverage during the reservation process.
    - Include a section for admin to manage available insurance plans and update them as needed..
    - Actor involved: Admin, Customer

9. Manage Payment & Deposit Return
    - Develop an automated payment system for rental fees and deposits, ensuring a smooth transaction experience for customers..
    - Upon successful return of the car, automatically process deposit refunds to the customer’s payment method.
    - Allow admin and partners to monitor payment statuses and deposit returns.
    - Actor involved: Admin, Customer, Partner

7.0 Project Planning

7.1 Human Resource

Roles	Name	Brief Description of the Responsibilities
Project Manager	Ngoi Jin Cheng	• Oversee project execution and manage timelines and resources. • Coordinate between teams and stakeholders. • Ensure quality standards and client expectations are met.
Business Analyst	Neoh Sun Hong	• Gather and document business requirements. • Create use case diagrams and flowcharts. • Act as a middle between technical teams and stakeholders.
UI/UX Designer	Mohammed Mudather	• Design and implement software components. • Write maintainable code and conduct code reviews. • Troubleshoot and resolve software issues.
Software Developer	Muhammad Khairil Hakim bin Ismail	• Design user interfaces and conduct usability testing. • Create wireframes and prototypes. • Collaborate with

		developers for accurate implementation.
QA Tester	Fadhil Atha Ramadhan	• Develop and execute test plans and cases. • Identify and document defects. • Provide feedback on system performance and usability.
System Administrator	Kaylyn Ng Jin Qing	• Manage system deployment and maintenance. • Ensure security and data integrity. • Provide technical support and assist with updates.

Table 4: Human Resource Roles and Responsibilities

7.2 Work Breakdown Structure (WBS)

A. Planning Phase
1.1 Project Initiation
1.2 Stakeholder Identification
1.3 Define Project Goals and Objectives
1.4 Conduct Feasibility Study
1.5 Develop Project Scope Statement
1.6 Resource Allocation
1.7 Risk Assessment and Management Plan
1.8 Create Project Schedule
B. Analysis Phase
2.1 Requirements Gathering
2.2 Document Functional Requirements
2.3 Document Non-functional Requirements
2.4 Create Use Case Diagrams
2.5 Develop Flowcharts
2.6 Create ERD (Entity-Relationship Diagram)
2.7 Develop Software Requirements Specification (SRS)

C. Design Phase
3.1 System Architecture Design
3.2 User Interface Design
3.3 Database Design
3.4 Design for Key Modules (Booking, Payment, Fleet, etc.)
3.5 Review and Approval of Design Documents
3.6 Create Software Design Document (SDD)
D. Implementation Phase
4.1 Development Environment Setup
4.2 Code Development
4.2.1 Frontend Development
4.2.2 Backend Development
4.2.3 Database Implementation
4.3 Integration of Third-Party Services
4.4 Conduct Code Reviews
4.5 Documentation of Code and System

E. Testing Phase
5.1 Develop Test Plan
5.2 Create Test Cases
5.3 Conduct Unit Testing
5.4 Conduct Integration Testing
5.5 Conduct System Testing
5.6 Conduct User Acceptance Testing (UAT)
5.7 Document Testing Results and Feedback
F. Maintenance Phase
6.1 Continuous Monitoring of System Performance
6.2 Addressing Bugs and Issues
6.3 Implementing System Updates and Enhancements
6.4 Regular Backup and Data Management
6.5 User Support and Helpdesk Management

Table 5: Work Breakdown Structure (WBS) Table

7.3 Pert Chart

Activity	Description	Predecessors	Duration (Days)
A1	Project Initiation	None	2
A2	Stakeholder Identification	A1	2
A3	Define Project Goals and Objectives	A2	1
A4	Conduct Feasibility Study	A3	3
A5	Develop Project Scope Statement	A4	2
A6	Resource Allocation	A5	2
A7	Risk Assessment and Management Plan	A6	2
A8	Create Project Schedule	A7	2
B1	Requirements Gathering	A8	1
B2	Document Functional Requirements	B1	4
B3	Document Non-functional Requirements	B1	3
B4	Create Use Case Diagrams	B2	3
B5	Develop Flowcharts	B4	3
B6	Create ERD (Entity-Relationship Diagram)	B5, B3	2
B7	Develop Software Requirements Specification (SRS)	B6	3

C1	System Architecture Design	B7	5
C2	User Interface Design	B7	4
C3	Database Design	B6	5
C4	Design for Key Modules (Booking, Payment, Fleet, etc.)	C1, C3	5
C5	Review and Approval of Design Documents	C4	3
C6	Create Software Design Document (SDD)	C5	5
D1	Development Environment Setup	C6	4
D2	Code Development	D1	13
D3	Frontend Development	D2	4
D4	Backend Development	D2	4
D5	Database Implementation	D2	5
D6	Integration of Third-Party Services	D3, D4, D5	5
D7	Conduct Code Reviews	D2	3
D8	Documentation of Code and System	D2	4
E1	Develop Test Plan	D8	4
E2	Create Test Cases	E1	4
E3	Conduct Unit Testing	D2	3

E4	Conduct Integration Testing	E3	3
E5	Conduct System Testing	E4	3
E6	Conduct User Acceptance Testing (UAT)	E5	4
E7	Document Testing Results and Feedback	E6	3
F1	Continuous Monitoring of System Performance	E7	7
F2	Addressing Bugs and Issues	F1	3
F3	Implementing System Updates and Enhancements	F2	4
F4	Regular Backup and Data Management	F1	2
F5	User Support and Helpdesk Management	F1	2

Table 6: PERT Table

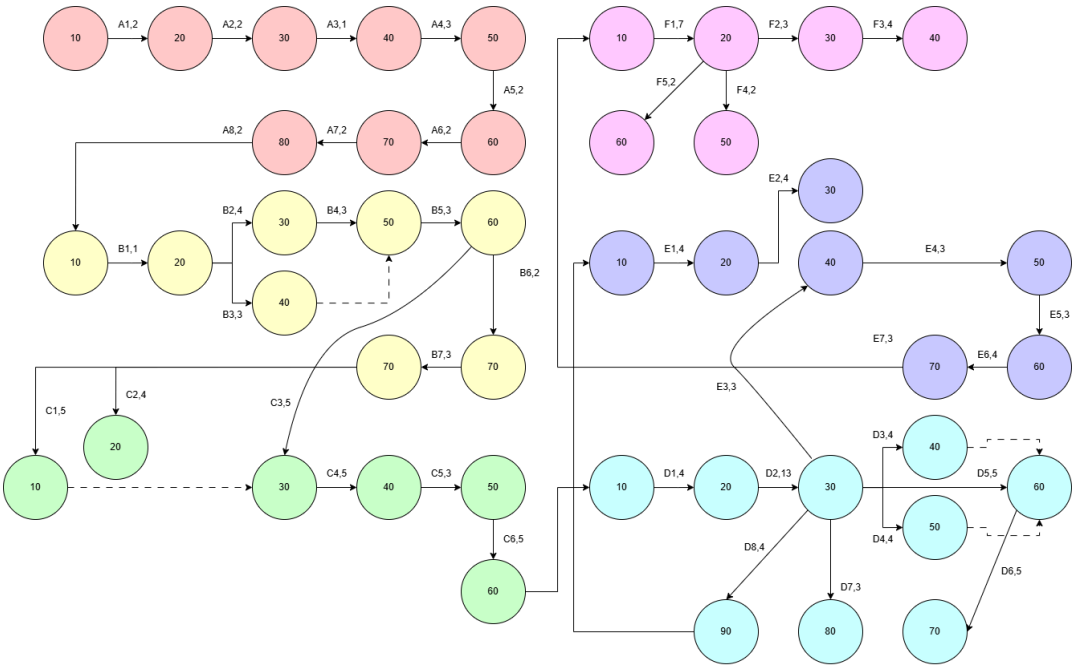

Figure 1: PERT Chart

7.4 Gantt Chart

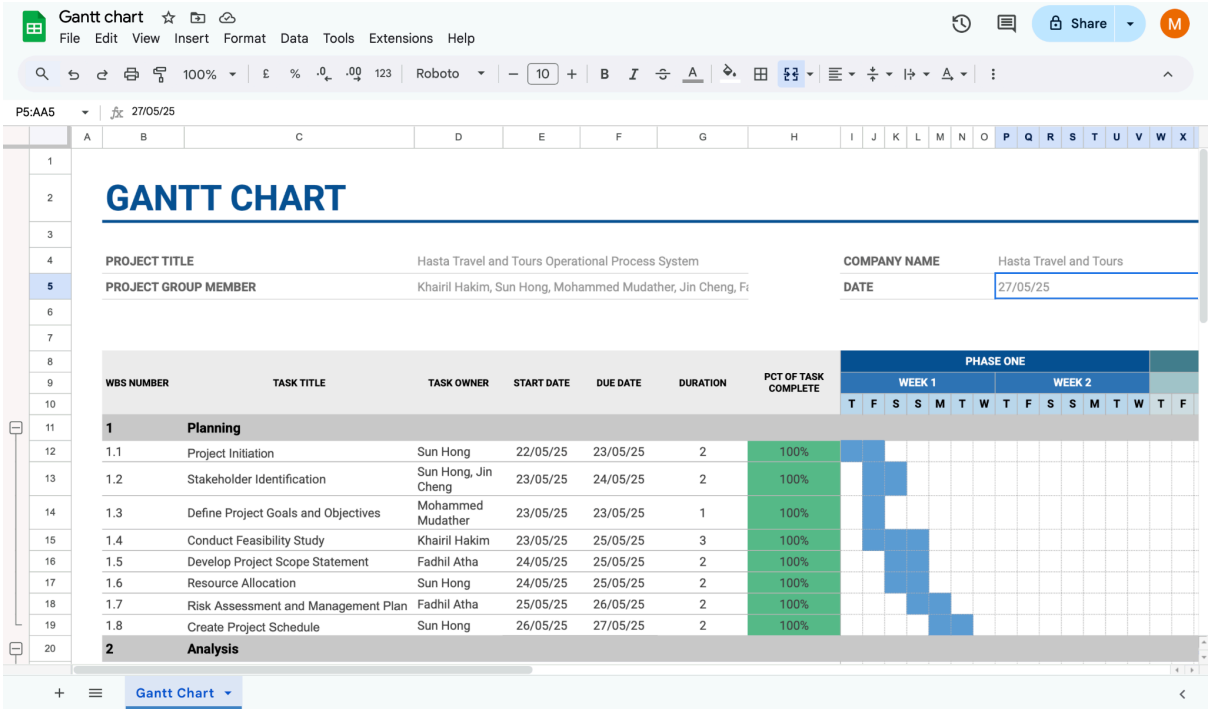

Figure 2: Gantt Chart

Reference Link:
https://docs.google.com/spreadsheets/d/1jmii4GNLEyXI7ksCbnzvXqPIemE5NRNdId1DAhNojQE/edit?usp=sharing

8.0 Benefit and Overall Summary of Proposed System

Benefits of the Proposed System

The implementation of the Hasta Travel and Tours Operational Process System will deliver significant advantages across operational efficiency, customer satisfaction and business growth.

Firstly, operational efficiency. Automation of manual processes such as bookings, payments, fleet tracking reduces administrative overwhelmed work and human errors. Real-time fleet monitoring minimizes double-bookings and optimizes vehicle utilisation. A centralized dashboard provides staff with instant access to critical data, improving decision-making.

Secondly, enhanced customer experience. Seamless online booking and dynamic pricing improve transparency and convenience. Automated payment confirmations and deposit refunds increase thrust and satisfaction. Loyalty programs and reward systems foster long-term customer retention.

Thirdly, financial gains. It can reduce labor cost and revenue leakage through automated workflows. New revenue streams such as insurance add-ons, partner expansions driven by integrated modules. The scalability can handle higher booking volumes without proportional cost increases.

Fourthly, data driven insights. By having the digital logging of fuel, mileage, and rental history enables predictive maintenance and cost control. Analytics from customer feedback and booking trends support strategic business decisions.

Lastly, risk mitigation. Automated blacklisting and membership systems enhance the security and service quality of the company. It provides secure and safe data collection. The centralized data storage ensures compliance and reduces fraud risks.

The proposed system transforms Hasta Travel’s fragmented operations into a unifield, automated platform tailored to the car rental industry’s demands. By addressing critical pain

points, such as manual workflows, disconnected systems, and inefficient payment. The system provides a solution that empowers the company to achieve streamlined operation through integration and real time monitoring. Besides, boost the company competitive via customer-centric features. For example dynamic pricing and rewards systems. Also, with scalable infrastructure and data-backed strategies bring sustainable growth to the company.

With a projected 1.57x profitability rate and rapid ROI, this system positions Hasta Travel for long term success in a digital-first market. The modular design ensures adaptability to future needs, making it a strategic investment for operational excellence and market expansion.

9.0 Github Repository for Project Management

As we develop the solution, we attach along our Github repository links for project management and version control of this project.

As addition to our current workflow, we also add the google drive link to store some projects related assets on the cloud.

Github links:
https://github.com/khhakim/Group8_Project1_SAD_20242025

Google Drive links:
https://drive.google.com/drive/folders/1P21qDpkpfv4SFlLLeTkJw4vt_U9B3o-0?usp=share_link