**Achievers**

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Course SYSTEM DEVELOPMENT METHODOLOGIES

Section SYST28951

Instructor Mark Buchner

* + - * CASE STUDY SUDS TO GO  
          
          
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* Group Name
* Logo   
    
  Group Members

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* **Purpose and Benefits of Use Case Diagrams**
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* **Use Case Narratives**

**Introduction:**

**A company that offers mobile auto detailing services is called Suds To Go. They provide the convenience of coming right to the customer's location, whether it is their house or place of business, fully prepared to clean and detail their personal or business vehicles. Suds To Go wants to save clients both time and money on gas by removing the need for them to bring their automobiles to a conventional car wash.**

**Existing Process**

**Customers currently schedule appointments manually at Suds To Go using social media messaging. Based on specified dates, times, and services, the owner makes appointment arrangements. It takes five staff and the owner to book up to 12 automobiles at once. With an additional price and prolonged time for stain or odour removal, appointment times range from 30 to 1 hour. During the busiest months, the company hires part-time students in addition to its three full-time workers. A group chat is used for communication. Cash and debit payments are accepted, and tips are dispersed equally among the staff. However, the use of paper-based records makes it difficult to track consumer data, maintain an internet presence, and disclose financial statistics.  
  
  
  
Problem Proposition:**

**Even while Suds To Go offers profitable mobile car detailing services, their existing manual system has some drawbacks. Social media messaging for scheduling appointments is inefficient and takes a lot of time. Using a group chat tool to coordinate employee schedules and arrange appointments can result in misunderstandings and delays. Additionally, the management of client information and service requests is not automated or centralised.**

**System Vision**

**Suds To Go proposes a comprehensive automated solution that centralises client data, accelerates the appointment booking process, and improves employee scheduling in order to get around the shortcomings of the current system. The suggested system intends to boost operational effectiveness, enhance customer satisfaction, and offer a scalable foundation for the business's ongoing expansion. In order to revolutionise their mobile car cleaning services, Suds To Go plans to develop an integrated system. This will make it simpler for consumers to schedule appointments and will allow the business to grow and offer even better service.**

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