**Business Understanding Document**

**Company Overview**

Rally Motors, Inc. is an American [automotive](https://en.wikipedia.org/wiki/Automotive_industry)  that [designs](https://en.wikipedia.org/wiki/Automotive_design), manufactures, and sells [electric cars](https://en.wikipedia.org/wiki/Electric_car). It has base across North America, Europe and Asia.

***Rally Motors has been proud to state its focus is on selling cars and not trying to make profit from their service centers***

**Business workflow**

There are two phases in the workflow of Rally

**1.) Purchasing and delivery phase**

**2.) Service Phase**

**1.) Purchasing and delivery phase**

**From Customer Site**

Whenever Customer wants to buy car from Rally he can order it by two ways.

1. Online

2. Offline (By directly approaching to showroom)

**From Company Site**

First the order number is going to generate for online customer and offline customer in showroom. Then the order is going to check in the store through showroom weather it is available or not. If the order is available in store then it can directly transported to the showroom else the order request Will be transferred to the manufacturing department i.e. warehouse.

The store will request the manufacturing unit based on some condition.

1. Location of store and manufacturing unit.
2. The order is single unit or there is multiple numbers of units that need to manufacture.
3. Time restrictions are there between store and manufacturing unit.

Showroom

Store

Customer

Customer

Service

Warehouse

**2.) Service Phase**

**From Customer Site**

After buying the vehicle if customer is facing any issue he can contact the service center for took care of that issue. Then we can check whether the vehicle is operable or not. After moving vehicle to service center issue can be resolved.

There is a case in this part:

Is the damaged part need a replacement or not

If yes, then we can follow again the showroom 🡪 store 🡪 warehouse

If no, then we that resolve the problem right away