

## **Winter 2024 Case Study: The Breadboard Bakery**

Victoria loves to bake; she often spends hours upon hours each week in her little kitchen. She also loves to create, build and rethink solutions. While growing up, she treated baking as a hobby and pursued nursing as her profession. However, due to recent wage freezes here in Ontario, Victoria has decided that nursing is no longer worth the long hours and potential injuries. Thus, she has decided to open up a bakery in her hometown, Hastings, Ontario.

Now 28, Victoria started her bakery business out of her own little kitchen. However, orders quickly got out of hand, and she realized that she needed a proper space for professional baking. She rented a small kitchen and storefront in Hastings, with the basics required for a growing bakery business: two ovens, an industrial dishwasher, and some display cases. She was even able to afford a small espresso machine, allowing her to serve coffee alongside small baked goods she sells up front. She called her new business *The Breadboard Bakery*, her friend Cassandra's idea.

Victoria's business has grown steadily and she finds herself very busy, spending the whole workweek now in her cute little bakery. Her little filing cabinet, in which she keeps all of her customers' orders, past, present and future, alongside recipes, shipment receipts, etc., is beginning to show its limitations in usefulness. Victoria has decided that, despite her small profit margins right now, it would be best to invest in a record keeping system which she can access from all of her devices. Your task this semester is to understand Victoria's business and work on the design for software that would meet her needs. Here are some examples of topics which you will cover over the next three months:

### **Receipts and Financial Records**

One of the most important things to Victoria is the ability to keep track of and take care of her finances, especially now, during the economic downturn. This issue made itself very clear when she started filing her 2022 taxes recently, coming to the realization that she can't always find all her receipts! She also sometimes forgets which orders came in before others, making it hard to prioritize what needs to be baked first. Victoria wants to be able to save images of receipts, with a record of what she purchased and be able to retrieve her sales.

### **Taxes and HST**

Now that Victoria's sales have exceeded \$30,000 per year, she has to file HST with the Canada Revenue Agency and needs to have access to that value as part of her sales – expenses.

### **Scheduling**

It has come to Victoria's attention that scheduling can be a bigger headache than she originally thought! Not only does she need to schedule customer orders, supply orders and every day baking, but now she also needs to schedule employees!

### **Security**

Victoria has requested that her customers be able to make orders for cakes online; she requests that their data be stored as securely as possible.