Capstone: System Request

Information Systems Development and Design and Capstone Course (IS-5303)

Poonam Pawar

1429329

Trine University

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System Request: Serve on Door (SOD)

Project Sponsor

Name(s): Poonam Pawar. CEO, Serve on Door Pvt. LTD

Title(s): Serve on Door Pvt. LTD

Business Need – Why is this request being made

Serve on Door (SOD) is a Warsaw-based, family-owned business intended to provide all nearby families a commonplace to request for various services. SOD will provide better business opportunity to many local vendors and service providers. Currently, the SOD will target all towns within Kosciusko County, where the maximum population is resident to the place, and own their own houses. Most of the residents need facilities like house cleaning, carpet cleaning, lawn maintenance, ice cleaning, and delivery services on a regular basis. SOD can provide all the services to the customers at a reasonable price as the service providers and consumers are geographically very close. Apart from the mentioned services, SOD will also provide near-by airport transportation service.

SOD is an initiative which is made to boost the local economy by binding all the vendors and customers in the same business platform. With the inception of SOD, vendors can advertise their services in www.serveondoor.com to lure more customers. The customers can check various local vendors to select the most appropriate, quick, and reasonable service providers for their use. SOD will earn the profit from both vendors and customer based on the type of the service and pre-defined profit rate percentage.

Below are the main reasons why a business like Serve On Door is required:

- It is family owned and trusted.

- It will boost the local economy many folds.

- It is cost-effective and quick for the customer and vendors.

- Special people like elders, physically-challenged, or busy personals can benefit from SOD, as they can get easy and quick service by few clicks on www.serveondoor.com.

Business Requirements – What is specifically needed for this system:

Business requirements for www.serveondoor.com include below:

- Domain for hosting www.serveondoor.com website and company.

- A simple process for vendor registration, service request form, and advertisement.

- Web service development and Amazon account to manage the services.

- All local vendors to advertise their services in www.serveondoor.com.

- A communication channel between the consumer and the service provider.

- Service tracking and billing service mechanism.

- Services to receive feedback from the vendors and the consumers.

Business Value – How will this benefit the business?

SOD will provide the common platform for all local customers and vendors. The main business value of SOD is transparency. SOD will operate within a small geographical region, therefore the services are bound to have better quality and cost-effective. The project will be evaluated based on the number of services made by the customers. SOD will earn the profit based on the services provided by the vendors to the customers. If the project for Kosciusko County is successful, the project can be implemented in more areas and services. The vision of SOD over the next year is to create a mobile application for easy and secure processes.

Special Issues or Constraints:

The main constraint with SOD implementation is the advertisement. The company has to lure

local vendors and sellers to opt for online services instead of their traditional ways. Special

strategies have to be made to advertise SOD on social platforms like Facebook, YouTube, and

local papers. Additionally, the company should make decisions for the long-term as the decision

to make investments in the IT system are costly and can break the business if not implemented

perfectly.