PROJECT ETAILOR

Business System Analysis and Design

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Summary:

Consider the market in India, which is very diverse in culture and moving at a great pace for digitizing its products and services. India, unlike other markets in the world has a great scope when it comes to Textile Industry. The textile industry in India traditionally, after agriculture, is the only industry that has generated huge employment for both skilled and unskilled labour in textiles. The textile industry continues to be the second-largest employment generating sector in India.

Usually, everyone loves shopping. I would say men were lucky enough to buy what they want. As most of their outfits come in finished products and in different sizes. They could go and choose the size which suits them. But, on the other hand, Women's job is not that easy. It's not a problem if they choose Western wear. But, when it comes to traditional ethnic wear which typical Indian women generally prefer for Normal, Occasional, Casual, and festival wear is not that easy.

Current System and Challenges

For the matter of fact, every woman is different, and they have their clothes stitched according to their measurements. Different styles of dresses have different order of measurements to be noted. The age-old process of getting clothes stitched was going to a Boutique or a Tailor, where the person takes measurements of the specified design model. Cuts and stitches the clothes according to the required design. Then delivers the product to the customer after many repeated trials. A lot of time is wasted by the customer in unnecessary activities like travelling from one place to another, Undefined schedules, Late deliveries, Unsatisfied finished work, and lack of proper customer service. All are the problems faced by a woman when she is trying to get her clothes stitched.

This whole process will take at least a time of 10-25 days depending on the factors like the Popularity of the brand, Design of the dress, Availability of Manpower and additional requirements as said by the customer.

In the Modern Era where everything is going digital, I see a potential in this sector which could transform the way people do business in Textile Industry especially in Women clothing. The whole process can be made simpler and optimized into a business process from start to end. ETailor provides the complete solution to that.

Proposed System:

ETailor clothing services is a Manufacturing company which provides services to clients and end users in modernizing the tailoring process in Textile Industry. The software is developed in such a way that it can be used by any boutique and could be modified based on the requirements of a company.

In the proposed system, the customer can visit our website on any platform like android or iOS. The customer could go through all the designs which are available in the system. If the user likes any design, she could proceed to making a booking by logging in as a Guest User/ or a registered user. Until a person is registered with the company, she cannot make a booking.

The user after logging in with the credentials, would select the design among all the other designs available there. Then the user is asked to select a checkbox asking whether stitching should be done on clothes provided by the customer or the company needs to provide it.
If the user is providing clothes, then the user measurements is the next case where all the details regarding body parts are displayed accordingly to the design selected. The user looking to the designs will measure her size and type them in the boxes provided.

If the user asks the company to provide the clothes for stitching, then user is prompted to a page where the she is asked to select the cloth material type based on the user preferences and availability in the system. After that, the color of the design model is selected. Now, as the color and cloth are selected, the measurement steps are processed in this case. Company ensures to see that only available cloth with colors available in the store are displayed in the system for the user as accessing of any non-available materials from company could lead to the delay of the final product.

The user can customize the design model by adding some of the miscellaneous accessories available in the customization section. User can make any comments regarding the stitching type where if required the support team can contact the customer regarding more clarifications based on the comments.

As the customer details of measurements are assessed the system displays the note to customer asking for specific required length of cloth from user in case if she chose to provide her own clothes for stitching. Similarly, in other case of her ordering clothes from the company, the details are stored against the customer ID.

Now, for the clothes to be manufactured, clothes from the customer had to be brought to company. Now, there are three scenarios which might lead to this case. The customer can send clothes directly to the company as someone from the customer side might delivery them. Second scenario being a user who is in our operating radius of company and the clothes can be picked up by a pick-up boy after customer choose the pick-up slots. The pick-up boy would update the details as they are picked and delivered back to the company. Third scenario is where the customers are at very far places and takes some days to deliver the clothes. During this case, we ask the customers to ship their clothes to us and make a note of the time needed for them delivering to us.

During the part of outbound delivery, the customer can choose to get the finished product home delivered where the user is asked to give the address. If the user chose to try out the final product, they can come directly to the store and the address of the company is provided along with the delivery-slot which they get to choose from the system while making a booking. When the product to be shipped at far place, the system calculates the price based on the distance and adds it in the check-out cart.

After selecting either of the three scenarios while delivering unfinished materials and based on the inputs given by the customer for outbound delivery, the system calculates the estimated time for finished product based on the details like the stitching period, availability of clothes required for stitching, and the outbound delivery. The customer can accept or reject the proposed estimated timeline. As the customer accepts the proposed timeline for finished product to be delivered, the user is prompted to the check-out page. Here details of the price for stitching, and outbound delivery price for long distance, accessories, customization if any are shown here. The user can go back make any changes in the system if she wants at this point.

Once the user approves the check-out page, she is diverted to the payment page which is controlled by third party where all the different modes of payment options are available. Customer can proceed with any payment option and once when the payment is successful, an Order ID is generated against the customer ID.

The data is stored in the database and notification is sent to the customer via Email id and Mobile number. Order is updated in the company and is stacked up in que order. The customer can view the processing status of order which she placed. Different stages of process stages will be updated as the work gets progressed until it reaches the stage "Stitching completion". Now the customer is notified about the order status via notification. The order ID is updated and set out for outbound delivery or is stored in the warehouse if the customer chooses to pick up the finished product directly from the company.

The customer is updated by a notification when the product is delivered to the home address. Customer can review the product and give any feedback on it.