Wilmont’s – Nationwide retail pharmacy

**Goal**: Delivering prescriptions and drugstore items by drones

**WILMONT’S TEAM**

**George Cranston (Operations VP)** – Provides funds and oversees all aspects of the project

Mary Pearson (Project Lead, IT Systems Team) – Lead the information systems development for Wilmont’s.

**James Connor (CIO)**

**Phillip Greenberg (PM, Business Operations)** – Works with DroneTech to organize Wilmont’s resources to interface with DroneTech’s flight operations and other mgmt. systems that control and manage the drone delivery.

**William Scott (Project Lead, Security Team)** – Will work with DroneTech for customer’s and Wilmont’s privacy.

**Shirley Johnson (Change Management Coordinator)** – Will assist with training and preparation for system implementation.

**DRONETECH’S TEAM**

**Jordan Kempler (CEO/Founder)**

**Eileen Seymour (Project Lead, IT Systems)** - IT Point of contact with DroneTech delivery systems, oversees data interface team with her counterpart at Wilmont’s.

**Gerald Hasper (Flight Operations Manager)**

**DRONETECH’S EXISTING CAPABILITIES**

* Processes for order entry, delivery confirmation, and a mobile app for DroneTech

**DRONETECH’S RESPONSIBILITIES**

* Piloting the drones, delivering products
* Modify several systems and interfaces for the drone flight operations to customize things for Wilmont’s – scope not yet determined.
* Create a project plan with a proposed contract and payment plan (time and materials)
* Ensure that the relationship between DroneTech and Wilmont’s does not compromise their business information, customer’s privacy, and the proprietary information about how Wilmont’s will use the drones for delivery. Work with William Scott.
* Identify what modifications to the drone flight operations will be necessary.
* Determine your team members from the document as the PM moves toward final project planning.
* Adapt a temperature-controlled product bagging system along with a bubble-type cushioning system for the customer delivery packaging. Testing is required. Ensure this is in the project plan.
* Provide the pharmacies all the information needed to load products into the drone package carrier and engage in the prototype by the time of the first flight.
* Allocate (4) new drones for the prototype project painted in the Wilmont’s corporate colors and logo.
* Create a budget and contract with detailed costs with the following as DroneTech’s scope of work: customized special technology needed for delivery and drone control.
* Ensure it stays below the quoted budget of $750,000.
* Have the project started before January 5, first flight before November 30.
* Include the following specific steps and processes
  + Regular meetings with Team, Stakeholders, Cross-Impacted areas of company
  + Approval points between parties as needed through the project
  + Points to refine cost and staffing requirements
  + Testing, quality control and provisions for issues
  + User training and preparations.

**ACCOMPLISHMENTS**

* Customize the existing DroneTech processes for Wilmont’s customer database (looks like it originates from Wilmont’s)
* Have customers in Gainesville register their willingness to drone delivery by means of online entry or smartphone entry.
* Interface DroneTech’s systems to Wilmont’s so Wilmont’s mgmt. can approve the customer, send a confirmation to the customer, etc.
* Interface communications about deliveries for Wilmont’s customers electronically (email, online, mobile alerts as per the customer’s request).
* Perform testing with (4) of Wilmont’s pharmacies in non-downtown areas – suburban homes and small businesses, not apartments.
* Ensure that the drone deliveries need to be seamless enhancements to Wilmont’s delivery process.