**1-) Introduction:**

PLab is a company for oil suppliers to create petroleum analyze requests and see the results. The goal of this company is to provide these suppliers with the most accurate analysis and information about their petroleum. It offers customers to create a new petroleum analysis request and allows to view analysis result, it also offers a professional consultancy service.

**Membership:**

All customers need to apply for membership and pay the annual fees to the club. Analyzes can be made after membership, but our members must pay an additional fee for our consultancy service.

**System (How is it works?):**

Our customers who wants to have petroleum analysis done should contact us by e-mail, after that our company will evaluate all these e-mails and send them a positive or negative response. Client companies should take a sample of oil by carefully following the steps in the e-mail sent to them, then they have to deliver this sample to us. As soon as the sample reaches us, it is examined by experts. The analysis of the sample examined by the technical team is sent to the client companies by e-mail which provides detailed information on the status of the oil, and at the same time we offer consultancy services to our customers by using this e-mail. Customers who want consultancy service, must send us an e-mail again.

**Problems and proposed solutions:**

**Problems:**

As it can be understood, the current system consist of long processes. Messagging situations with all these customers prolongs the process. Also since we do not have a web page of our own, we cannot control the security of our system which creates many drawbacks to the current system.

**1) The Slowness of the System**

The system is running very slowly as many independent actions have to be done manually. Messaging and fedback via e-mail prolongs the process.

**2) System Security**

Since we usually communicate with our customers using e-mail, we are generally vulnerable to unwanted situations such as hacking

**3) Unnecessary E-mails**

Unfotunately, in the current system, we receive a lot of unnecessary e-mails not only from our customers but also from different people or organizations.

**4) Less Services**

Since communication with customers is already difficult, we cannot offer them some of our useful services.

**Proposed Solutions:**

**1) New System**

By establishing our own website, we must build a faster system where we can communicate directly with our customers. This will also allow us to maintain the security of the system.

**2) System Membership**

We can eliminate unnecessary e-mails by only responding to analysis requests of our customers who are members of the system.

**3) Service offerings**

We can offer many different services to our customers with a single click on our own website.

**What is our goal?**

The reason we make all these changes is to increase system security, speed it up and increase customer satisfaction. We want to be the best known company in oil analysis.