Company Description

Company Name & Description: The Gaming Frontier is a foreign game distribution hub that customers can use to buy foreign games without the hassle of having obtaining it themselves. For example, let's say that there was a game that you wanted to have but, it was only released in Italy. There are only a few possible ways that you can get it. You can either get a friend to mail it to you or, go to Italy yourself or buy it. Both options seem like a huge pain to do. This is where the Gaming Frontier in. With this hub, you'll be able to buy a game from our website with the click of a button (ok, it's more like a few clicks but you know what I mean). The company also offers services such as top up services for foreign MMO accounts or prepaid cards for foreign digital proprietary console stores like PSN, xbox store and Nintendo e shop. The idea itself is kind of sound, but sadly, I can already see some of the problems that such a project would face from the get go.

Company Locations: the amount of money that is going to be needed to have a distribution many different countries is going to be LARGE. So the best thing I can do is put the offices in countries that frequently make video games like U.S. EU japan and South Korea. The main Building, however, will be located in New York

The suppliers will be game manufacturers like Capcom, ninja theory, team ninja, platinum games, etc. when a customer orders it. We won't buy a large amount of units for a specific game mostly because there's no way of telling which game would sell or not. The gaming industry as a whole can be a bit finicky when it comes to the popularity of a certain games. Some games have a good chance of selling solely because of the publisher who makes. While others can become popular because of its unique gameplay, story or whatever. So only buying a game as soon as a customer buys it (off of our website of course…you know what… I might make an app for this customer as well…)

The amount of employees this company is comprised of is around 90 employees for each previously mentioned country

Annual revenue would have to be around… well as of right now I can't make a sound estimate mostly because I'd have to figure out the amount of units I'd sale on average. As of right now, I

can guess that each game(assuming that they're new) will be around $60, the profit that the company makes will be from a service price which will be added into the price of the order may vary by country so it may not be so easy to predict an annual salary. Forgive me if my estimate is off. So, let's say that we sell about 500 copies of games per month. We slap an added service tag of $20 for each game. 20 x 500 would be 10,000 per month so for a year, the annual income would be around 200,000 each year. Of course the estimate profit will be lower if I factor in expenses and imminent liabilities that will surely come but this isn't something that you need to know.

Scope Definition

Information system being designed: The scope of the system needed is rather simple but, it is extremely paramount to the company. The system would need to be able to gather order information from the company's website to a dedicated database. This database will hold information such as customer information, information of the game ordered as well as information of the order itself. Once that has been recorded, the system will send the order's information to the nearest distribution office. So, let's say that you buy a game that is going to be sold in japan and china only, and the customer ordered the Chinese version of the game. The system will then send in the order to the distribution office that is in china. After the order has been sent to the nearest office, the employees of that office will then order the game from the manufacturer. Once the distribution office receives the game, they will then ship it to the customer. The shipping will be an F.O.B. destination point shipping so there's going to be an added cost of shipping that the customer would also have to pay for (this added cost will be automatically added into the order's price.

Why the company needs this information System: As of right now, the company's system is the single thing that holding it back. The company's ordering system is a paper and pen based system. The company gets their customer's orders via phone call.

Estimated time to design implement and install: This system will take around 10 months to make. The design will take place during the first 4 months. Implementation will take place during the subsequent 3 months and the installation will occur in the remaining 3 months.

Cost: $500,000? I'm not entirely sure if this is a feasible amount

Total amount of people needed: 200 people?

Problem analysis

Problem 1: The Company records orders via pen and paper. This causes inefficient communication between the distribution offices as well as the customers. As of right now, order processing takes up too much time and requires a lot of employees to do it.

Answer: The new system records orders through the website that customers will be using. These orders will then be recorded onto a database. This method will increase the speed at which orders are recorded as well as minimize any sort of recording error that would obviously occur in the paper based system that the company has as of right now

Problem 2: The current system has no way of informing customers of their order progress. With the new system, customers will be able to be aware of their order progression and receive an estimated time for their delivery. This will add functionality to the company's website for our customers.

Answer: There will be as system that automatically tracks a customer's order from the day of the transaction to the second the order reaches the customer. Customers will be able to see this progress via the new company website. The customer will need a unique order number that will be sent to the customer via email. Each order has a specific order number that can be used by the customer to track their order

Problem 3: No efficient way to perform a transaction. The Company accepts payment via mailed checks. This is the only way that customers will be able to pay for the company's services. This method will strain the amount of time it would take for any sort of transaction to

happen.

Answer: Customers will be able to pay online (once again through the company's website) Payment methods will be Paypal, debit/credit card payments and electronic check. This way, transactions will be almost instantaneous.

Problem 4: The current system has no customer FAQ feature. This is going to pose a huge problem when a customer wants to report an issue that they may have with the company's service be it ordering issues or website malfunctions.

Answer: Soon, customers will have to options in regards to how to contact us for problems that they might have. For example, let's say that there's a problem that other customers will most likely have. They can go tot he FAQ section to find an anwer to their problems their. If a specific customer has a more unique problem, then they be able to submit a support ticket via the the help section's support ticket feature,

Requirements Analysis

Client Features:

1. The clients (which are our customers) are going to need an easy and quick way to access our service online. The best way to do this is to create a website that is both simple and easy to use (I'll call it www.GamingFrontier.com)
2. They'll also need a feature that will allow them to contact us if anything were to go wrong with our order. So a feature that is totally dedicated to speaking with company representatives whose sole purpose is to communicate with customers and help them with whatever problem they may have with our system

Features used by suppliers:

1. Suppliers are going to require order on which distribution site they're supposed

to send orders to. This order will be a message from our automated system that will both list the games that have been ordered by stem as well as the distribution site that they're supposed to send it to

2. They also are going to need some way to communicate with us if a problem were to ever come up with meeting the requirements of the order.

Features used by System Admins:

1. System Administrators are going to need utilities that will help them figure out how whether or not the system is performing the way it should be. This will be great when it comes to figuring how to plan maintenance schedule for parts of the I.S.
2. Admins are also going to need features that will allow to them to perform maintenance on certain parts of the system

Features used to analyze quality of company's operations

1. This is mostly going to be used by the system's owners. The system owners are going to need features that informs them on how well the company is doing financially
2. The system owners will also need features that will help them see how well

Logical Design

ERD:

Customer

Customer ID #	First Name	Last Name	Address	Phone #	Email

Order

Order ID	Customer ID	Game ID	Estimated Delivery Time	Date Order was made

Order Line

Order ID	Game ID			

Games

Game ID	Description	Manufacturer ID	Price	

Manufacturer

Manufacturer ID	Country	Game ID		

DON'T HAVE TO READ THIS. THIS IS JUST AN INFORMATION DUMP THAT I MIGHT USE LATER ON

With system, the only way customers would be able to order would be through phone or email. Such inefficient and almost archaic communication would not only slow down the ordering process but also open up new and easy opportunities of human error to occur when it comes to organizing all of the orders. The 2nd problem would have to be organization. There's a good chance that the company will be receiving many orders on a monthly basis. They need a system that can organize and process all of the orders. Without such a system, all of the organization and processing of said orders would have to be done by the employees themselves. The 3rd problem would have to be expense. Without a system in place to process the orders, we would need to hire more people to do it which would mean a huge increase in salary and wages expense, increase salary and wages payables and subsequently reduce fiscal net income by a large margin and no one wants that. I mean, sure that'll be great for our tax return mostly because we won't have to pay as much but It wouldn't bode well for future potential investors when they read our financial reports. 4th problem would have to be the fact that the chance of human error. Without a system in place to handle the orders, humans are going to be the ones who have to do the processing. So, human error are going to be an immanent problem. Human error itself can be considered an infinitely occurring liability for the company. The 5th and final problem would have to be the lack of progress reporting that the customers would need. For example, let's say that a customer buys a game on the 15th of December and we tell him/her that their game won't be until the 28th. As of this point, the customer is expected to receive their package on the 28th but suddenly something goes wrong. Let's say that the truck that the package is currently being transported in got into an accident which leads to the contents of the

vehicle to be ruined. There's no way for us or the customer to know of this until way later when the courier company themselves calls us to let us know. Had we had a system that can accurately track the package, we'd be able to know at the very minute the accident happens which would then give us enough time to let our customer know beforehand. No one gets left in the dark, everyone is informed, and everyone is happy. Next is the requirement phase. This part should be easy enough. First requirement would be the website. The website is needed by the customer to communicate with our system. It'll basically act as a window between the customer and the company. Next I'll need a dedicated databases. One to hold customer information, one to hold order information, one to hold employee info one for manufacturer info one to hold accounts of registered people onto our website (forgot to mention the part that people can create accounts on to our website.) next I'll need a program that employees can use to track orders. This can be used to let employees and customers know where and how far along in transit the projects are. Next would have to be. The manufacturer themselves won't need anything special. I need at least two processing servers. One to process order updates and one to manage website traffic