THE BIG FIVE CORPORATION

**Antoine’s Landscaping**

System Development Proposal

SYS366SAA

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Submission Date

April 11, 2018

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Company Profile

The Big Five Corporation was founded in 2005 by 5 college friends and soon has earned an excellent reputation at software development and system integration market:

* 2008 the corporation accomplished the “Contactless Payment System” for the QUALIFAX company;
* 2012 developed database management system named “Smart Database” that can be customized;
* 2017 Smart Database V.5 won “The best product of the year” (Business Tech Magazine)

Our mission is to collaborate with our customers toward their prosperity by developing and adapting new technologies in their business. We work hard every day to provide our customers with the most innovative software that best fits their needs.

The Big Five Corporation works with clients targeting Banking, Finance, Customer service, Retail and other markets. Our products include but not limited by the following:

* Custom application development
* Web and Mobile solution
* System integration
* Database enhancement
* Retail management system
* Service management system
* Flexible to the requirements of customers
* Competitive fees

Our highly trained personnel are attentive and flexible to the customers’ requirements, while offering excellent quality for competitive fees.

Project Team

The team that will be in charge of the project is the Information Technology department. Ten professional employees will be dedicated to developing and delivering the SMARTDATABASE project. The team will be led by John Doe, out project manager who will be responsible to interact with the client and to interpret client’s requirements into technical documentations. The system analysts and developers will create the procedures of the project. The Information Technology department will collaborate with the purchase department in order to obtain software licenses and cloud platform. Three developers, Bill Wong, Arian Gold, Roger Smith will be in charge of the front-end development, our user experience specialist, Heathen Osbourn will create the design. The rest of the team will be working on the back-end development. Our quality assurance analyst, Eric Silva will test the system thoroughly.https://ssl.gstatic.com/ui/v1/icons/mail/images/cleardot.gif

Problem Statement

Many departments in Antoine’s Landscaping are facing operational constraints due to increased demand after merging with “Best Pools”. This affects Antoine’s Landscaping’s stakeholders, as the business is not presently equipped to handle the level of work requested. The departments are being impacted by the possibility of information loss caused by the high demand, a perceived lack of operational quality that may result in unsatisfied customers and a potential loss of revenue if the system is not adjusted.

Solution

SMARTDATABASE V.5 offers Antoine’s Landscaping a new cutting-edge technology that will allow them, by leveraging every single property of the program, meet their needs in a reasonable time. The future-proof process that has been used to developing this system, makes SMARTDATABASE unique. This system is a Cloud application that can combine real-time activities that allows multiple user to share large amounts of data at high speeds. The design and graphics are developed to provide multiple intuitive options that are extremely useful in term of saving time and easy to learn, for example, create events, create marketing forecast, customize reminder, analyze sales with graph and compare price market with a selected area. The core is its user-friendly interface that allow to create shortcut and provide a virtual engine that can be used to search any pattern through keyword.

Key stakeholders

|  |  |  |
| --- | --- | --- |
| **Stakeholder** | **Need in the new system** | **Feature in the new System** |
| **Marketing Manager** | Keep track of venues/outlets.  Keep track of schools.  Keep track of Sales forecast.  Keep track of events. | Maintain list of venues/Outlets  Maintain list of Schools  Maintains Sales Forecast  Maintain Schedule of events |
| **Customer Service Manager** | Add new customers and new complaints/feedbacks  Query complaints/feedback and customers  Backup customer’s information.  Backup feedback/complaints  Create monthly Invoices.  Ability to manage customers payments | Maintain list of clients  Manage feedback/complaint |
| **Finance Manager** | Needs backup and recovery of existing information  Record new employees, update the information of existing employees.  Proceed payments to suppliers  Record suppliers’ invoices  Record income  Calculate HST of accounts receivable and accounts payable | Backup and recovery of entered information  Maintain the list of employees  Maintain General ledger (transactions of accounts receivable and accounts payable)  Apply HST on A/R, A/P |
| **Project Manager** | Register and keep track of labourers.  Create and keep track of project proposals and budgets for proposals. Keep track of project progress.  Schedule staff and labourers for work. | Maintain list of labourers  Maintain quotes/proposals  Maintain projects  Maintain work schedule |
| **Operation Manager** | Ability to keep track of suppliers, order history, and staff schedule.  Ability to back up the supplier’s information against data loss.  Ability to cancel incorrect orders. | Maintain list of suppliers  Maintain Purchase Orders  Maintain staff schedule |
| **Clients** | Contact and receive customer service.  To be billed for services and goods rendered.  To be able to pay for services and goods with credit card through the system. | Email system  Maintain invoices  Process credit card payment |
| **Employees** | Check work schedule | Maintain w |

System Features

|  |  |  |
| --- | --- | --- |
| **Features** | **Required By** | **Description** |
| Maintain list of venues/outlets | Marketing Manager | This use case enables the Marketing Manager to create, update and query a list of venues/outlets. |
| Maintain list of repair shops | Workshop Manager | This use case enables the Workshop Manager to create, update and query a list of repair shops. |
| Maintain list of clients | Customer Service Manager | This use case enables the Customer Service Manager to create, update and query a list of clients. |
| Maintain list of suppliers | Operation Manager | This use case enables the Operation Manager to create, update and query a list of suppliers. |
| Maintain list of employees | Finance Manager | This use case enables the Finance Manager to create, update and query a list of employees. |
| Maintain list of labourers | Project Manager | This use case enables the Project Manager to create, update and query a list of labourers. |
| Maintain list of schools | Marketing Manager | This use case enables the Marketing Manager to create, update and query a list of schools. |
| Maintain equipment list | Workshop Manager | This use case enables the Workshop Manager to create, update and query a list of equipment. |
| Maintain Invoices | Finance Manager | This use case enables the Finance Manager to create, update and query a list of invoices. |
| Maintain Purchase Orders | Operation Manager | This use case enables the Operation Manager to create or update a Purchase Order and query a history of Purchase Orders. |
| Maintain quotes/proposals | Project Manager | This use case enables the Project Manager to create or update quote/proposals and query the quote/proposals history. |
| Manage feedback/complaints | Customer Service Manager | This use case enables the Customer Service Manager to manage the client`s complaints and query the feedback/complaints history. |
| Maintain sales forecast | Marketing Manager | This use case enables the Marketing Manager to create or update sales forecast and query the sales forecast history. |
| Maintain staff schedule | Operation Manager | This use case enables the Operation Manager to create or update a staff schedule and query the staff schedules history. |
| Maintain work schedule | Project Manager | This use case enables the Project Manager to create or update a work schedule and query the work schedule history. |
| Maintain schedule of events | Marketing Manager | This use case enables the Marketing Manager to create, update and query a list of events. |
| Manage Repair Schedule / Log repairs | Workshop Manager | This use case enables the Workshop Manager to create or update a repair schedules and query the repair schedule. |
| Maintain project schedule | Project Manager | This use case enables the Project Manager to create or update project`s schedules and query the project schedule history. |