Business Case:

Project Title: Online food Delivery System.

Organization and department:

Since Covid-19 era the food and restaurant business has taken massive hit because, in the covid time people were scared and at the same time they were under lockdown due to which they were not allowed to go outside and eat. This reasons, has left big scar on food and restaurant industries who did not provided facility of delivering food to their customer's home. The restaurants who do not use mobile application, e-commerce websites, home delivery or social media to promote their products are still suffering from massive business loss. Nowadays, after covid effect majority of the people still likes to sit in their home and order food online, this option is very useful and preferreble by the customers especially, in the winter time because, people avoid going out in cold and severe snowfalls. Moreover, the restaurants which take orders on the phone are not able to meet the customer's demands and as a result they are not able to deliver food on time due to lack of workforce. The restaurants which take orders on phone are willing to improve their mechanism because, it is not possible to fullfill customer's orders in larger scale. Further, they want to develop full fledge e-commerce website and mobile application with all the details about the restaurants, the food items they are serving along with their ingredients and price and also with home delivery option or pick-up option. For, home delivery facility they are approaching external delivery contractors to partner with them, so they can deliver food to multiple locations at one time and most importantly, to fulfill their promise of delivering fresh food on time to customer's door-step. By this way, people will be able to order food from the comfort of their home.

Requirements and Justification:

The mobile application and e-commerce website can be used by people to order their their favourite delicacy from their favourite restaurant. Nowadays, people prefer more to order food online and enjoy their food with their family in the comfort of their own home. Therefore, they need to update their sales policy and they are willing to provide far more customer friendly facilities by developing online food delivery mobile-application and e-commerce website. Through this application and e-commerce website they will be able to provide detail information about their restaurants to customers. Furthermore, for this restaurant owners need to make investments in development of mobile application and e-commerce website of their restaurants to boost their business. They, also need to make investment in hiring technical experts to maintain and to update this mobile application and e-commerce website in timely manner, so that the customer's should not face any incoviency due to technical faults. Additionally, this technical experts will also be responsible to address customers queries and to provide solutions regarding their queries.

Functional Requirements:

- The mobile-application and e-commerce website should of a description page that should include the detail information about their restaurant, their vision, goals and the food items they are intended to sell.

- It should have a login and sign-up page to register the customer in restaurants database and after registeration they can again login using their specific credentials.

- Both mobile-application and e-commerce website should have a dynamic database to save customers details, to manage inventory, to save customers previous orders in order to give them quick suggesstions.

- Mobile-application and e-commerce website should have a function of adding or deleting food items from their existing cart.

- Both platforms must consist of a payment mechanism that allows customers to pay their bill through various options such as, credit card, debit card or an option of cash on delivery. In addition to this, they must make sure to provide secure transactions.

- Both platforms must have a log-out mechanism after placing order and successfully completing payment.

- These platforms have to include receipt generation system that contains the information of their food orders, total amount, and payment details. These platforms must have a function which automatically sends receipt to their email or registered contact number.

- These platforms will run on client-server architecture, and they will be develop by using Python and PHP programming. Additionally, mobile-application and e-commerce website should easily run on all types browers and mobile phones.

Non-Functional Requirements:

- Both mobile-application and e-commerce website must be fully available during the working hours of the restaurant, so that the customers can order the food at any time in any browser and any mobile-phone.

- Both platforms should use Secured Socket Layer (SSL) in all payment methods, including any customers customers sensitive information.
- A database will be used to maintain the customers and food product details.
- Backup facility should be provided in case of any technical failure.
- It should include, a log-out system for all the customers after a period of inactivity.
- Functions of both mobile-application and e-commerce should be develop so that, they will be able to run better even in peak busy time.

Solution and cost estimation:

Resources	Cost
Mobile Application	60,000 USD
E-commerce Website	70,000 USD
Hardware	10,000 USD
Server Installation	20,000 USD
Database	15,000 USD
Training	20,000 USD
Implementation	30,000 USD
Testing	30,000 USD
Total Estimated Cost = $255,000 USD	

Benefits of this solution:

- Customers time will be saved while ordering their favourite food through a website or mobile application.
- Easy for customers to order food from the comfort of their home.
- Availability of a various types of food items.
- Discounts and offers on ordering food online.
- Description of each food item is provided.
- Facility of tracking their order while it is in delivery process