Business Requirement Specification (BRS)

Project Title

Web-Based Online Service Management System

Company Name

SmartServe Solutions

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1. Introduction

In today's digital era, businesses are increasingly adopting online systems to improve efficiency, accuracy, and customer satisfaction. SmartServe Solutions aims to modernize its service operations by developing a **Web-Based Online Service Management System**. The purpose of this system is to automate service request handling, enable real-time service tracking, and provide online payment facilities to customers.

This Business Requirement Specification (BRS) document describes **what the business wants to achieve** through the proposed system. It focuses on business needs, objectives, and expected benefits rather than technical implementation. This document will serve as a foundation for further requirement analysis and system development.

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2. Business Background

SmartServe Solutions is a service-oriented company that provides various technical and maintenance services to customers. Currently, the company relies on manual processes such as phone calls, registers, emails, and spreadsheets to manage service requests. As the number of customers increases, these traditional methods are becoming inefficient and difficult to manage.

Manual handling of service requests leads to delays, miscommunication, data inconsistency, and poor customer experience. There is no centralized system where service details can be stored, tracked, or analyzed. The management also faces difficulty in monitoring technician performance and service completion status.

To remain competitive and improve operational efficiency, SmartServe Solutions has decided to shift from a manual system to a fully digital, web-based service management platform.

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3. Business Objectives

The primary objectives of implementing the Web-Based Online Service Management System are as follows:

1. To automate the process of service request submission and handling.
2. To eliminate manual paperwork and reduce human errors.
3. To provide a centralized system for managing all service-related data.
4. To improve communication between customers, administrators, and technicians.
5. To enable customers to track the status of their service requests in real time.
6. To provide secure and convenient online payment options.
7. To reduce service response time and operational delays.
8. To improve service quality and customer satisfaction.
9. To generate reports for better monitoring and decision-making.
10. To support future business growth through scalable digital solutions.

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4. Existing System Problems

The current manual system used by SmartServe Solutions has several limitations and challenges, including:

1. Service requests are recorded manually, which is time-consuming.
2. Lack of a centralized database for service records.
3. Difficulty in tracking the current status of service requests.
4. Delays in assigning technicians to service tasks.
5. Poor communication with customers regarding service updates.
6. High chances of data loss, duplication, or errors.
7. No proper record of service history.
8. No online payment facility, leading to inconvenience.
9. Limited visibility for management into daily operations.
10. Inefficient coordination between admin staff and technicians.

These issues negatively impact productivity, customer satisfaction, and overall business performance.

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5. Proposed Business Solution

To overcome the limitations of the existing system, SmartServe Solutions proposes the development of a **Web-Based Online Service Management System**. This system will act as a centralized digital platform for managing end-to-end service operations.

The proposed system will allow customers to submit service requests online through a user-friendly interface. Administrators will be able to view, manage, and assign service requests to technicians efficiently. Technicians will update service progress directly into the system. Customers will receive timely notifications and can track their service status.

Additionally, the system will support secure online payment options, reducing dependency on cash transactions. The system will also generate reports that help management analyze performance and improve service delivery.

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6. Business Requirements (High-Level)

The high-level business requirements for the system include:

1. An online platform for submitting service requests.
2. Centralized storage of all service-related information.
3. Role-based access for customers, administrators, and technicians.
4. Service request tracking and status updates.
5. Technician assignment and management functionality.
6. Automated notifications for service updates.
7. Online payment processing capability.
8. Dashboard for administrators to monitor operations.
9. Reporting and analytics for business insights.
10. Secure access and data protection mechanisms.

These requirements define the core business expectations from the system.

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7. Expected Business Benefits

Implementation of the Web-Based Online Service Management System is expected to provide several benefits to SmartServe Solutions, including:

1. Improved efficiency through automation of service processes.
2. Reduced operational costs by minimizing manual work.
3. Faster response time for service requests.
4. Enhanced customer satisfaction due to transparency and communication.
5. Better coordination between admin staff and technicians.
6. Secure and convenient online payment system.
7. Accurate and reliable service records.
8. Improved management control and visibility.
9. Data-driven decision-making using reports and analytics.
10. Scalability to support future expansion and growth.

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8. Conclusion

The Web-Based Online Service Management System will transform the way SmartServe Solutions manages its service operations. By digitizing service requests, tracking, communication, and payments, the company can significantly improve efficiency and customer satisfaction. This BRS document clearly outlines the

business needs and objectives, serving as a strong foundation for the successful development and implementation of the system.