VIETNAM GENERAL CONFEDERATION OF LABOUR

**TON DUC THANG UNIVERSITY**

**FACULTY OF INFORMATION TECHNOLOGY**



**TRUONG TRI PHONG - 522H0167**

**VO HOANG TAN - 522H0089**

**DO DUY TAN - 522H0012**

**NGUYEN DINH VIET HOANG - 522H0120**

**ASSIGNMENT REPORT**

**MANAGEMENT OF**

**INFORMATION SYSTEMS**

**HO CHI MINH CITY, YEAR 2024**

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Advised by

**MsC. HO THI THANH TUYEN**

**HO CHI MINH CITY, YEAR 2024**

**DECLARATION OF AUTHORSHIP**

We hereby declare that this thesis was carried out by ourselves under the guidance and supervision of MsC. Ho Thi Thanh Tuyen; and that the work and the results contained in it are original and have not been submitted anywhere for any previous purposes. The data and figures presented in this thesis are for analysis, comments, and evaluations from various resources by our own work and have been duly acknowledged in the reference part.

In addition, other comments, reviews and data used by other authors, and organizations have been acknowledged, and explicitly cited.

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*Ho Chi Minh City, October 30, 2024*

*Authors:*

*Truong Tri Phong*

*Vo Hoang Tan*

*Do Duy Tan*

*Nguyen Dinh Viet Hoang*

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# TASK 1: PORTERS’ STRATEGIES FOR COMPETITIVE ADVANTAGE

a) Which competitive business strategy best describes this enterprise? Explain why. (You should demonstrate understanding of Porter’s Strategies for Competitive Advantage)

**+ Strategy:** Product Differentiation.

**+ Reason:** DMM offers high-quality motorbikes along with reliable after-sales service and 24/7 customer support. This creates a distinction from other rental services, emphasizing customer experience and high safety standards. The tourism market is highly competitive, and customers often prioritize quality and safety, so this strategy helps DMM attract middle to high-income customers who are willing to pay more for better services.

b) Pick one competitive business strategy from Porter’s Strategies for Competitive Advantage. (Use a different strategy from the one that you discussed in Task 1a). Explain how a competitor could use this strategy in an effort to disrupt Lisa’s business.

**+ Competitor's Strategy:** Focus on Low Cost.

**+ Explanation:** Competitors can focus on optimizing the cost of motorbike rentals by minimizing additional services, offering cheaper bikes, or limiting maintenance. This strategy attracts price-sensitive customers, affecting DMM's market share and potentially making it difficult for DMM to enhance brand recognition for its premium services.

# TASK 2: PORTER’S VALUE CHAIN MODEL

a) Which two primary activities of the Value Chain are most important to DMM? Why are they so important?

**+ Primary Activities:** Supply Chain Management and Customer Service.

**+ Reason:**

* Supply Chain Management: Ensures the availability of high-quality motorbikes for customers at all times.
* Customer Service: Creates high value through professional customer support, enhancing customer satisfaction and loyalty.

b) Briefly explain one business process that DMM would perform for each value chain activity identified.

* Supply Chain Management: DMM conducts regular inventory checks to ensure sufficient bikes and periodic maintenance, ensuring bike availability during peak demand.
* Customer Service: **Business Process**: **24/7 Customer Support and Emergency Assistance**

**Details**: DMM provides a 24/7 support line for customers to handle inquiries, booking support, and emergency assistance in case of breakdowns or accidents.

**Impact**: Quick, reliable support helps customers feel secure and enhances DMM reputation, increasing customer loyalty and satisfaction.

**Example**

**1. Supply Chain Management**

* **Example**: **Bike Fleet from Honda and Yamaha**
  + **Fleet Procurement**: **Tigit Motorbikes** in Vietnam sources durable bikes like the **Honda XR150L** for both city and rugged terrain. Honda and Yamaha are chosen for reliability and easy access to spare parts.
  + **Maintenance**: Routine maintenance is scheduled every few thousand kilometers, with customers encouraged to return for free basic service on long rentals.
  + **Impact**: High-quality bikes and frequent maintenance ensure reliability, building trust and brand loyalty.

**2. Customer Service**

* **Example**: **24/7 Assistance and Mobile Mechanics with BikesBooking**
  + **Booking Support**: **BikesBooking** offers 24/7 online customer support for booking, availability, and confirmation, often within minutes.
  + **Emergency Assistance**: An emergency hotline provides rapid response and dispatches local mechanics for on-the-road repairs in tourist areas like Hoi An.
  + **Impact**: Reliable, quick support enhances customer confidence and satisfaction, boosting positive reviews.

# TASK 3: DATA

a) Define transactional data and its Data model

**+ Definition:** Transaction data includes all information recorded during the rental process, from customer personal information, rental time, and bike type to payment details.

**-** Purpose: This data is essential for tracking rentals, managing fleet availability, processing payments, and forecasting demand. By organizing transactional data, DMM can gain insights into customer behavior and improve operational efficiency.

**+ Data Model:** The model includes tables for customer data, bike information, and transaction history to manage detailed information about each transaction and support analysis for business strategies.

- Example: Customer table, rental table, payment table, feedback table,…

b) Identify two examples of transactional data and explain how these transactional data are relevant to DMM’s needs. (Your examples must be clearly linked to the case details.)

**+ Customer Personal Information (name, address, phone number):** Helps verify and contact customers when necessary, ensuring safety and personalized service.

* **Example:** John Doe, 123 Adventure Street, Ho Chi Minh City, +84 912 345 678

**+ Customer Feedback and Ratings:** This feedback helps DMM monitor satisfaction levels, highlight positive experiences on the website for credibility, and quickly address any issues flagged by negative feedback, supporting ongoing service improvements.

* **Example:** Rental ID: RNT-002134, Rating: 4 stars, Comments: "Bike was in great condition. Smooth booking."

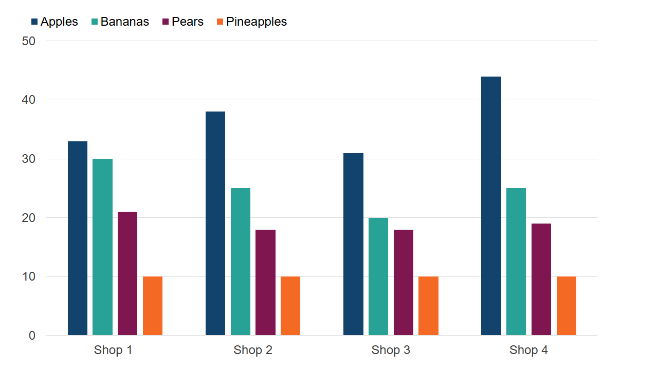
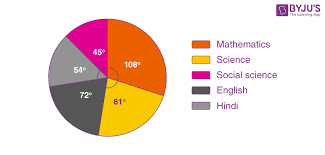
# TASK 4: BUSINESS FUNCTION

a) Choose ONE business function and explain how data from the website could be used to support it. Explain your answer with an example from the case.

**+ Function:** Marketing.

**+ Using Website Data:** The website is a key tool for collecting and analyzing customer data, which is essential for effective marketing strategies. By tracking website interactions, DMM can gain insights into customer preferences, rental patterns, and demographics.

**Example:** Data on rental locations helps identify the most popular areas, optimizing advertising campaigns targeting specific areas and boosting revenue effectively.



b) Identify two specific examples of IS-generated reports that would be useful for this purpose. (Briefly explain what the reports might show and why these would be useful in the case of DMM.)

**+ Booking Trend Report:** Analyzes booking volume by day/week/month to identify peak tourist seasons, helping plan advertising and adjust resources effectively.

+ **Customer Service Evaluation Report:** Compiles customer feedback on services, helping DMM improve services to meet customer needs and increase satisfaction.

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