Team - Jupiter

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Head of IT department

Assignment Taken:

Plan on IT Infrastructure Including Apps, Website/s and Management Information System

Case Understanding:

• The “Elite Courier Service Private Limited” company provides with targeted with fast and safe delivery service to most pin codes.

• As per company’s next step for business advancement, the Company’s Board has decided to venture into “Hyper Local Delivery Space” and want to conduct local delivery through drones and we have access to all necessary permissions. Our team was successful in testing deliveries.

• Exploring the concepts of courier services few initial deliveries were experimented such as food, pharma and internal local deliveries with a hope in exploring more business areas for cost exploring cargo deliveries.

• As a proof of concept, we received valuable feedback by Initial Users in terms of time saving, safe service, effective transport and displacement via traffic free innovations in spite of today’s busy city roads.

• Initially the company has decided to start this venture as “Short Range Drone Based Services” accordingly company intended for building for building an end-to-end Drone Operations and Management Platform through which a rapid scaling of business can be achieved.

• Inspired by the radical innovation in this sector, our company wants drone services to add value to end users and as it is an extension of company’s’ current services portfolio.

BCS Solution Summary:

Plan out and develop the IT related services like creating website and Application analysis and end-to-end Drone Operations and Management Platform through which a rapid scaling of business can be achieved. Also providing support to the inter-functional department.

Solution:

IT Department has plan to Implement the following functions.

* Manages the organization website.
* Monitor the delivery of parcel from our office or warehouse to client destination.
* Responsible for installing and maintaining of computer software and hardware for the organization.
* Manages logistics and supply chain software, web server, ecommerce software and pass system.
* Manages the organization’s CCTV.
* Handles any other technological and IT related duties.
* Network setup and management.
* Cloud service and setting up and maintaining backup system.

IT employee policy

 IT department will play a key role in setting up IT user policy. For the employee to safeguard the user privacy and data in the company and make sure that any sort generated inside the company facility doesn’t leave the facility. Some key policies will be

* Security incident response policy
* Data encryption policy
* Mobile device security policy

Creating website

 In today’s world no company will survive without and online presence. The department will create the website. The website will take the order and the related services like tracking Courier and parcel. The website will show the information related to our company and the drone services and shows the companies address service ecommerce and customer care information. Through website customer care take place their orders and track their orders.

Creating Android and iOS application

 No company can sustain the competition without having a well dedicated app that will enable recurring user to place order and track the couriers. The app will be created for Android and iOS users. On the app you can track your Courier when it gets shipped and dispatched when it will be delivered. The app available full supports communication between members of the field service team.

Mobile field service tracking

 Task execution by field service stuff should adhere to the plans. Real time tracking helps you control each task’s status and react when needed. With field service scheduling software and GPS integration, you can track your Courier.

Hybrid cloud and network

 This system will exploit the benefits of the public cloud while maintaining the control we need with the private cloud to enable dynamic and optimised workload placement of Courier deliveries to the customers.

To device a clear strategy to increase network capacity and deploy new technologies to the future we need to prove our network and boost efficiency.

Social media handles

 The IT department will look after the technicalities revolving around the social media handles regarding their privacy and security. The analytics subdepartment will also look after the social media handle insight provided by the social media platforms.

ERP – enterprise resource planning

There should be high degree of integration among this is team and process is we need to align this strategy such as order, reception management, financial management, HR etc. For this we subscribe to our ERP module most probably SAP. It will help to streamline all other the processes and support to the analysis department with various datasets.

Server system

 The department will try to create for dedicated server room with a server expert whose work will resolve around setting up a server, managing it, troubleshooting, setting up email exchange services, putting up a firewall.

Service desk

 Available 24/7, service desk is a multichannel single point of contact with highly experienced IT specialist. Providing full support for end users, it is possible for ticket management reporting, as well as finding and solving root cause of any issue related to infrastructure. Our service desk is all about delivering the right support and top customer experience.

Communication and feedback

 To avoid situations which lead to customer dissatisfaction, we will communicate effectively by sending notifications or text messages of the issue, including details of when a parcel will deliver. Automated messages can provide a solution to challenges faced to when implementing field service management in retail.

CONCLUSION:

ELITE COURIER SERVICES PVT. LTD. – As IT Department need to be all IT related duties like creating website, application, maintaining server and database, handling day to day orders. IT infrastructure and Management Information System involves then optimization of numerous processes that combine to facilitate successful service delivery. To going with plan as shown, will provide the company to reach the Break-even in the first financial year.