Assignment Taken

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

Case understanding

We are a courier service company, which has branches across India and delivers to most pin-codes. Now As per company's board has decided to venture into Hyper Local Delivery Space and wants to do local delivery through drones and we have taken all the necessary permissions from DGCA to conduct the deliveries with drones. And we have completed successful delivery test through drones. We got valuable feedback by initial users like time saving from the busy roads. We decided to start this venture as "Short Range Drone Based Services" instead of Long-Range Drone Flight operations due to high purchase cost of "Long range drones". To scale faster we have to build end-to-end drone operations. Our company wants to add value to end user by starting drone services and it will extend company's service portfolio. For efficient services in the field is required with customer focused employees. For this reason we decided to use mobile apps and website to get the benefits to managers,and all the employees and customers also and want to make it completely digitize the process.

SOLUTION SUMMARY

In this IT infrastructure and management information solution has number of processes that make successful deliveries. In some of the areas automation implemented. It will give us a good customer satisfaction.

SOLUTION

We have to plan and design an IT infrastructure like apps, websites and MIS(Management Information System) making an end-to-end

drone operations and management platform through which fast scaling can be achieved

We plan to Implement Following IT infrastructure.

- This system will created on cloud network. This plan will utilize the benefits of the public cloud while maintaining the control we need with the private cloud to enable dynamic and optimized workload placement of courier deliveries to the customers. For future strategy we have to boost network efficiency.
- Provide the access of interface, control device and operating system to the employees.
- The task assigned is simplified with the automated dispatching option, based on technician's skill set, worker's availability and their current location. With field service scheduling software, incoming requests are assigned to qualified technicians near to the customer location
- Realtime tracking is must to control on task status and take action when needed. with the GPS integration and field service scheduling software you can track the workers like what they are doing like they are available or not, what problem arise in between work. when the delay or cancellation occur then also you can track and see what the problem and maintain high level service quality.
- Managing mobile workforce requires the flow of information between dispatcher and technician in the field. Field staff have to maintain the work flow to manage the delivery at realtime to satisfy customer. If we want to make our service efficient then we what the important details about task and customers. The dispatcher will provide the information and control on the delivery process to ensure the best quality customer experience in long term then we need the repair history and documentation, enabling the resolution of future issues.

- The mobile workforce management app gives access of order data to technicians at any place. The app can be used on android and IOS devices also. And supports contact and communication between the field service member.
- Available 24/7, the Service Desk is a multichannel and multilingual network with highly experienced IT professionals. To provide full support to end users, you are responsible for ticket management, reporting (in accordance with the SLA), and identifying - and resolving - the root causes of any infrastructure problems. Our Service Desk is all about delivering the right support and top customer experience.
- The Global Operations Center (GOC)provides technical support to company for monitoring and service desk in IT infrastructure and business applications. It provides the information about availability and efficiency of particular elements of their IT architecture to their customers.
- A group of services designed to turn a client's IT infrastructure into a new, ever-growing business with technology requirements. AIRWAY DELIVERY supports its clients from the initial phase of analysis and process to developing a new IT platform, through the introduction of appropriate equipment and software, to the implementation phase.

MANAGEMENT INFORMATION SYSTEM

AIRWAY Drone Delivery Services-

It includes the following:

ERP (Enterprise Resource Planning)

SCM (Supply Chain Management)

CRM (Customer Relationship Management)

KMS (Knowledge Management System)

FMS (Field Management System)

Mobile Workforce Management

Transaction processing system:

It represents the automation of the fundamental, routine process used to support business operations. It does not provide any information to the user for his/her decision making. Previously Transaction processing system was known as MIS. Prior to computers, data processing was performed manually or with simple machines.

(INPUT) DATA--------→PROCESSING--------→DATA (OUTPUT)

Information system:

Information system which process data and converts it into information. A MIS uses its data inputs. The information generated by the information system may be used for control of operations, strategic and long range planning, short range planning, management control and other managerial problem solving. It has some functional business areas. They are Marketing Production Human Resources Finance Accounting etc.

→DATA------→INPUT------→PROCESSING-------→OUTPUT----- ---→INFORMATION

1. HR Reports: To maintain track of all the employees

2. Accounting Reports: To report on the current financial condition of the organization and the operational performance organization-wide.

3. Financial Reports: To report on the financial condition from the shareholders' perspective.

4. Management Control Reports: Reports on budget, costs, income, etc., to help higher management get a picture of what's going on.

Conclusion

EAGLE EYE Drone Services –IT Infrastructure and Management Information System involves the development of multiple integrated systems to facilitate effective service delivery. The automation of various workplaces can greatly improve company indicators. In addition, it can have a significant impact on customer satisfaction ratings, which are an important part of a well-developed and innovative business. The strategies and tools presented above can help organizations achieve better service processes. Even a single well-used solution can lead to significant improvements