

The final assessment case study example

[Business](#), [Company](#)



- Identify three areas where IT could be applied to improve management of Unchained Melody Ulmus Company (UMUC).
- IT could be used as a facilitator of information. With such a volume of information that is required by the company and especially since the company is experiencing growth, it is imperative that a repository of information is created that can be accessed by relevant personnel within the organization to ensure that clients are served and opportunities are realized.
- IT could be used as an enabler, making information exchange easier between the suppliers, the personnel of UMUC and its customers. If information is made accessible, then the company's sales staff can easily convey the requirements of the client to the production facilitators and get immediate feedback. The speedy conclusion of business is always good business.
- IT could be used as a custodian of information as well. With growing number of clients and movement of products, the company will benefit from having its business transactions history available for analysis. That kind of analysis would lead to efficiency in terms of business processes that would further improve the company's bottomline.
- Explain how each solution would benefit the furniture outlets, specifically addressing how it could improve business intelligence (BI) and decision-making and/or overall management of the business.
- As a facilitator of information, the business intelligence that is held by individuals gets pooled together making it more useful and relevant to a larger group. Performing each function, each manager will have better decision making capabilities because the information that was previously

scattered is now centralized and accessible.

- When lines of communication are opened, the business connects with its clients and suppliers but more importantly connects internally. This makes best practices transferable. For example, managing clients in Boston may be replicated in North Carolina, because IT has enabled managers to communicate easily with each other thereby causing a diffusion of ideas and management approaches.

- With IT, the information that is scattered will be consolidated and organized in a useful manner. For business intelligence, this means that decision makers within the organization will be able to make better informed decisions and will be able to recognize business opportunities easier because of the availability of information. For example, if the clients require a certain style more frequently, a trend may be emerging which can be utilized by the company in pushing products in the market.

- Identify which of the three solutions you would suggest be implemented first and explain why you chose that solution over the others.

All the solutions shown above are interconnected and can be realized upon the implementation of a practical, IT system. I think that the best way to realize the use of IT is to use it as an enabler of communication among decision makers within the organization and with their clients and partner suppliers. This is their current problem and the one that should be solved first so that the company does not lose face with its clients.

- Record everything. Make sure that all the transactions of the business are recorded for safekeeping.

- Use appropriate technology and software for recording. If the data recorded

is financial in nature, it should be managed using accounting software.

- Use the IT system to get paid faster. This is part of the communication that the company will generate with its clients.
- Use the IT system to manage payments to suppliers. Like managing payments from clients, the IT system should help the company manage its payments to its suppliers.
- Provide appropriate training for key personnel and assure that there is redundancy in terms of trained in-house talent.
- Identify five hardware components that Donna will need to buy for her main location to implement the IT solution named in #3 above.
- Computers for each branch are needed
- Servers for processing information
- Telephony equipment
- Networking equipment
- Presentation equipment such as iPad and networked printers for use of the sales force
- Identify five software suites/programs that Donna will need for her office. (These may or may not be part of your solution, but are programs she will need.)
- Office suite which includes word processing, spread sheet and presentation software
- Internet software
- Finance/Accounting software
- Materials management software
- Calendar planning software

- The main office and its branches need connectivity for coordinating sales
- The main office and the suppliers need connection for cost management purposes
- The production offices and the suppliers need connection for materials management
- Do some research and list four names of different types of software products along with their corresponding categories that Donna can use to protect her data and her systems. These are to be specific products available in the marketplace, not general types of software.
- IBM data protection software for protecting data across the business
- DELL data protection suite for protecting data across the business
- Protect DB for protecting the company data base
- Symantec virus protection software
- Explain how Donna could benefit from implementing supply chain management (SCM) in her business. Be sure to address the entire supply chain in your response.

Donna will benefit greatly from the use of supply chain management principles. SCM is a management principle that takes care of the flow of goods. This means that Donna will be able to manage the material requirements of the company in response to her clients requirements. It would also enable her to utilize warehousing capabilities, knowing how best to manage her raw materials in consideration with the fact that some products are fast moving and therefore some materials are highly demanded than others. This would also enable her to become more cost efficient and give her a leverage when discussing supply terms with her suppliers.

- List five hardware components, software or connectivity capabilities that Donna could add to her system and processes in order to establish a business-to-consumer (B2C) eCommerce capability.
- An internet merchant account (presence online)
- A payment gateway online (such as PayPal)
- An e-commerce website
- A secure connection such as SSL certificate for payment
- A data protection system since the company will be open for possible intrusion online

References

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