

Abstract

A.T.S. Jewelry Company had always been looking for ways to improve its customer satisfaction by providing better services. It needed a system that could efficiently and effectively manage products and documents. Thus, it came up with an idea for a system that can fulfill the needs to provide customers with better services and itself with better tasks management.

A family that works together in operating the necessary procedures owns the company. The manual handwork at the company had created many problems and errors. The human errors had always been inevitable. In illuminate such difficulties, the company came up with a new system. The new system helps reduce paper work and human errors. It also provides customers with an electronic commerce system that allows online browsing, integrated with a shopping cart for their convenience. This system, no doubt, helps the company gain competitive edge over its competitors.

This new system totally replaces the old system that did not deal with a computerized system at all. Now the company no long has to keep its product information, along with all the others, in paper format. Everything is kept in a computerized database that allows speedy access. The new system can also serve more customers through the use of Internet. It includes an e-commerce website and a back office database.

The system is very volatile and flexible. Many new features can be added later on when the needs call, although currently the system covers all necessary features. It is a system that makes the best use of technology for its kind of business.

