Technology Assessment

Prepared for: M/s Sample Trading & Distribution Co. (fictional) · Wholesale distribution, Lahore · Assessment date: November 2026

Notice: this is a sample report. The business described does not exist and all figures are illustrative. The structure, questions and method are the real ones an eSYSTUM assessment uses.

1 · Executive summary

The business moves roughly 400 orders a month through WhatsApp messages, a single Excel stock file and handwritten delivery notes. It works — until it doesn't: stock figures drift from reality weekly, order history cannot be searched, and the whole operation depends on one person's memory and one PC. Nothing here needs an expensive platform. It needs one small system, introduced in phases, that the staff will actually use.

2 · Current systems

Area	In use today	Notes
Inventory	Excel file on one PC	Updated at day end, from memory and paper slips
Orders	WhatsApp chats (3 numbers)	No order numbers, no searchable history
Invoicing	Desktop accounting package	Not linked to stock; invoices re-typed from chat
Deliveries	Handwritten notes	No proof-of-delivery record
Backups	None	The Excel file exists in exactly one copy

3 · Gaps and risks

Finding	Impact	Risk
Stock figures drift from physical stock	Overselling; emergency purchases at higher prices	High
No backups of the only stock record	One disk failure loses the business's memory	High
Orders scattered across chat threads	Missed and duplicated orders; disputes with no record	Medium
Customer balances disputed	Cash stuck in arguments instead of collection	Medium
Single-person dependency	Business pauses when the operator is away	Medium

4 · Phased roadmap (indicative sample figures)

Phase	What gets built	Indicative range
1 · Foundation	Inventory + order system: stock, order numbers, user roles, automatic backups	PKR 450,000 – 650,000

Phase	What gets built	Indicative range
2 · Money	Invoicing linked to stock; customer balance ledger with statements	PKR 250,000 – 400,000
3 · Growth	Customer ordering portal for repeat buyers	PKR 400,000 – 600,000

Sequencing note: each phase is useful on its own and is quoted as a fixed scope before work starts. Phase 3 should not begin until Phase 1 has run for a full quarter.

5 · What we recommend NOT building yet

A customer mobile app. Repeat buyers order fine through the Phase 3 web portal; an app adds cost and maintenance with no evidence of demand. Revisit only if portal usage proves the need.

6 · Next steps

- Agree Phase 1 scope in a scoping call; fixed written quote follows before any work.
- Staff interviews (2 short sessions) to confirm the order workflow before design.
- Phase 1 delivery in weekly visible increments, with the existing Excel process running in parallel until cut-over.

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