

Case Study: Digital Transformation of a Concrete Production Company

You are a consultant hired by "ConcreTech Solutions "(CTS), a concrete production company that operates in Croatia. The company has several plants nationwide and delivers concrete to various construction projects. The company's primary customers are contractors, builders, and developers.

The company is facing several challenges in its current business model. The company relies heavily on paper-based and manual processes for managing orders, invoices, inventory, quality control, and delivery. These processes are inefficient, error-prone, and costly. The company also lacks visibility and coordination among its plants and customers. The company has no centralized database or information system to store and share data. The company uses some standalone software applications for accounting, payroll, and human resources, but these applications are not integrated with each other or with the core business processes.

Recognizing the need for modernization and sustainability, the company's management has decided to digitalize the entire organization by eliminating paper and introducing digital solutions for most of its processes. The management believes this will improve the company's efficiency, quality, and profitability.

The primary objective of this digital transformation initiative is to create a comprehensive information system that supports ConcreTech Solutions in achieving its goals:

1. **Paperless Operations:** The company intends to eliminate paper-based processes, reducing environmental impact and streamlining workflow efficiency.
2. **Digital Solutions:** ConcreTech Solutions aims to introduce digital solutions for its operations, including order processing, inventory management, quality control, and customer interactions.
3. **Integration:** The digital system should seamlessly integrate with existing IT systems, including accounting, logistics, and customer relationship management (CRM), to ensure data flow and operational cohesion.

The management has asked you to design and propose an information system supporting this digital transformation.