1. **Background**

Trusty Carpets is a retail carpet store that has been in operation for 20 years. The current retail store has experienced relative success, and the owner, Mr. Montgomery, would like to potentially expand his business platform with the purchase of a competing carpet business, Metro Carpet. The acquisition of Metro Carpet would include a warehouse and large display room that would enable Mr. Montgomery to showcase the company’s carpet samples to potential buyers. The warehouse and larger display room are also of extreme importance because Trusty Carpets does not currently have the ability to store and maintain inventory due to a lack of storage space. An added benefit of the acquisition of Metro Carpet is that Mr. Montgomery could continue to employ the current operating staff in order to increase overall sales for both businesses.

Ultimately, there are several deficiencies in the current business model that require the need for a new innovative technology solution that will support current and future growth of the business. In the current business model, customers select carpet from small samples and catalogs with the assistance of in store sales representatives. The sales representatives, in turn, telephone suppliers for supply and cost information prior to an actual order being placed. Once an order is received, Mr. Montgomery contracts his brother-in-law to install the carpet. With no computer technology currently in use, Mr. Montgomery feels that as a business owner, he has the unique opportunity to benefit from the implementation of a new comprehensive technology solution.

The proposed technology solution should improve many processes such as the ability to electronically store and maintain vital administrative and financial data, and should also provide advertisement capabilities. The technology solution will also need to offer an extensive system for data security purposes, and to back-up data for the business. Additionally, Trusty Carpets is forced to outsource their accounting needs for lack of in store computers and financial software to process data. A final issue Mr. Montgomery wants to address is the possibility of creating a mobile sales force that could generate on the road sales for his business through the use of technology.

1. **Description of Need**

In order to meet his future goals, Mr. Montgomery must implement tools to address evolving business requirements and practices. He must harness new technologies to manage business records, financial data, and customer information more efficiently. By adapting and integrating a standard enterprise wide data management and network solution, Mr. Montgomery will ensure Trusty Carpets remains competitive in the market. A system design of this nature will create a network infrastructure for secure data and information collaboration between all employees associated with the sales and installation of carpet meeting. This will improve supply change management capabilities between Trusty Carpets and their suppliers. Additionally, through the use of technology, Mr. Montgomery can take advantage of an abundance of online advertising platforms. The adaptation of a standardize IT and business management platform, both in and out of the field, will allow Trusty Carpets a better opportunity to achieve future strategic goals.