

Cover Page

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Software business solutions

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Introduction

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Task 1. e-Commerce Website builders or software solutions

1.1 WooCommerce

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WooCommerce is a contemporary e-commerce solution that operates as an open-source plugin for WordPress, enabling users to convert a standard website into a fully functional online store [1]. It is widely used because it provides a high degree of flexibility, allowing businesses to modify features, integrate extensions, and customise design elements to suit specific commercial needs. This adaptability makes WooCommerce suitable for small entrepreneurs as well as larger organisations that require specialised functionality or unique store structures. The platform benefits from an extensive ecosystem of plugins and themes, enabling users to expand capabilities through tools for subscriptions, bookings, multilingual support, advanced reporting, and enhanced SEO optimisation. Since WooCommerce is built on WordPress, it offers strong search engine performance, giving businesses opportunities to increase visibility through optimised product pages and integrated content strategies. Another significant advantage is the level of control it provides; users manage their own hosting, performance, data, and security, ensuring independence from third-party platform restrictions. However, this autonomy also presents challenges. WooCommerce typically requires more technical knowledge, particularly in tasks such as updates, backups, and performance tuning. Although the core plugin is free, the total cost can increase due to premium extensions, payment gateway fees, security tools, and the need for reliable hosting. Despite these considerations, WooCommerce remains a powerful and versatile e-commerce solution, ideal for businesses seeking customisation, scalability, and deep integration with a content-driven website environment while maintaining strong control over their digital infrastructure and long-term growth potential [1].

[1] ChatGPT, personal communication, OpenAI, 9 December 2025.

1.2 Wix

<Insert Information here – 250 words>

Wix is a contemporary website builder that includes integrated e-commerce capabilities, allowing users to create and manage online stores without requiring advanced technical skills [1]. The platform uses a drag-and-drop interface that makes store design highly accessible, particularly for beginners and small businesses seeking a visually appealing and functional presence. Wix provides a wide selection of professionally designed templates, customisation tools, and integrated features such as payment processing, product catalogues, shipping options, and automated tax calculations. Its App Market expands functionality through additional tools for marketing, customer engagement, analytics, and inventory management. A significant advantage of Wix is its fully hosted infrastructure, meaning that security, performance, updates, and maintenance are managed by the platform, reducing technical barriers for users. Wix also offers built-in SEO tools and AI-assisted website creation, helping businesses optimise visibility and streamline setup processes. However, the platform has limitations compared with more flexible or open-source e-commerce systems. Once a template is chosen, users cannot switch designs without rebuilding their site, which may restrict long-term customisation. Additionally, Wix's e-commerce features, while suitable for small to medium operations, may not provide the depth or scalability required by larger or more complex businesses. Some advanced features also require higher-tier plans, increasing long-term costs. Despite these constraints, Wix remains a strong option for entrepreneurs and small enterprises seeking an easy-to-use, visually dynamic, and all-in-one e-commerce solution that simplifies store creation and management while minimising technical demands [1]. This makes it a reliable choice for straightforward and visually focused online retail operations.

[1] ChatGPT, personal communication, OpenAI, 9 December 2025.

Task 2. Mind-map of contemporary software applications

a. Mind mapping and explain the benefits of using mind mapping in business operations

Mind mapping is a visual, nonlinear approach to organizing information, ideas, and relationships centred around a key concept. The core idea is situated at the center of a mind map, while related subtopics branch outwards, usually with keywords, colors, or icons that represent connections and hierarchies. This creates a visual that mirrors the brain in the way it associates thoughts, making complex information easier to digest and remember [1]. Digital mind-mapping tools continued to take the idea ahead,

whereby today users are able to build professional visual diagrams collaboratively and combine them with project management or planning workflows [2].

A huge advantage of mind mapping in a business context pertains to the facilitation of very complex projects or problems. By breaking down a large goal or challenge into smaller, interrelated tasks, mind maps help visualize dependencies, priorities, and potential bottlenecks among stakeholders. This clarity will improve project planning, strategic thinking, and resource allocation. This is according to Reference [3]. Mind maps reduce cognitive overload by presenting information in a structure more amenable for stakeholders to digest quickly. This improves decision-making and enhances strategic alignment across departments. Reference [4]

Furthermore, mind mapping in itself strongly encourages creativity and the generation of ideas. The free-flowing, non-linear nature of its format easily lets the user explore multiple possibilities and make novel connections that might otherwise go unnoticed in linear note-taking. This is useful for brainstorming, product development, marketing campaigns, and strategic innovation [3]. Most organizations also apply mind maps during brainstorming to stimulate creative ability, formulate new strategies, or look for alternatives to overcome some operational challenges [4].

Another powerful benefit involves communication and collaboration: Mind maps build a common visual perspective that a group can jointly create and refer to. In team meetings or strategy planning sessions, this shared visual serves to align understanding and clarify roles and tasks while building consensus-particularly when teams are cross-functional or interdepartmental [5]. Digital mind-mapping platforms further facilitate collaboration by enabling real-time editing, comments, and integrations with communication tools such as Slack or Microsoft Teams that help smooth workflow and knowledge-sharing processes [6].

Mind mapping reinforces memory retention and comprehension. Its application visually and spatially leverages the way in which the human brain is wired to create associations. Complex relationships and their hierarchical structures are much easier to remember. This is valuable for employee training, presentation, or workflow documentation [7].

Besides, mind maps provide flexibility and adjustability: in the event of changes within the business environments or new information, mind maps are easy to update or expand. This ability to be adapted enables iterative planning, improvement, and dynamic problem-solving [8]. Finally, embedding mind mapping into business processes may ensure greater productivity and efficiency because teams would have to spend less time deciphering complex documents and will be able to build an execution focus [9].

In a nutshell, mind mapping is powerful in business operations. It simplifies information, builds creativity, enhances collaboration, aids good memory, and increases productivity. It works in project management, strategic planning, marketing, innovation, and knowledge management, offering versatility that assists organisations in working coherently, innovatively, and productively [1]-[9].

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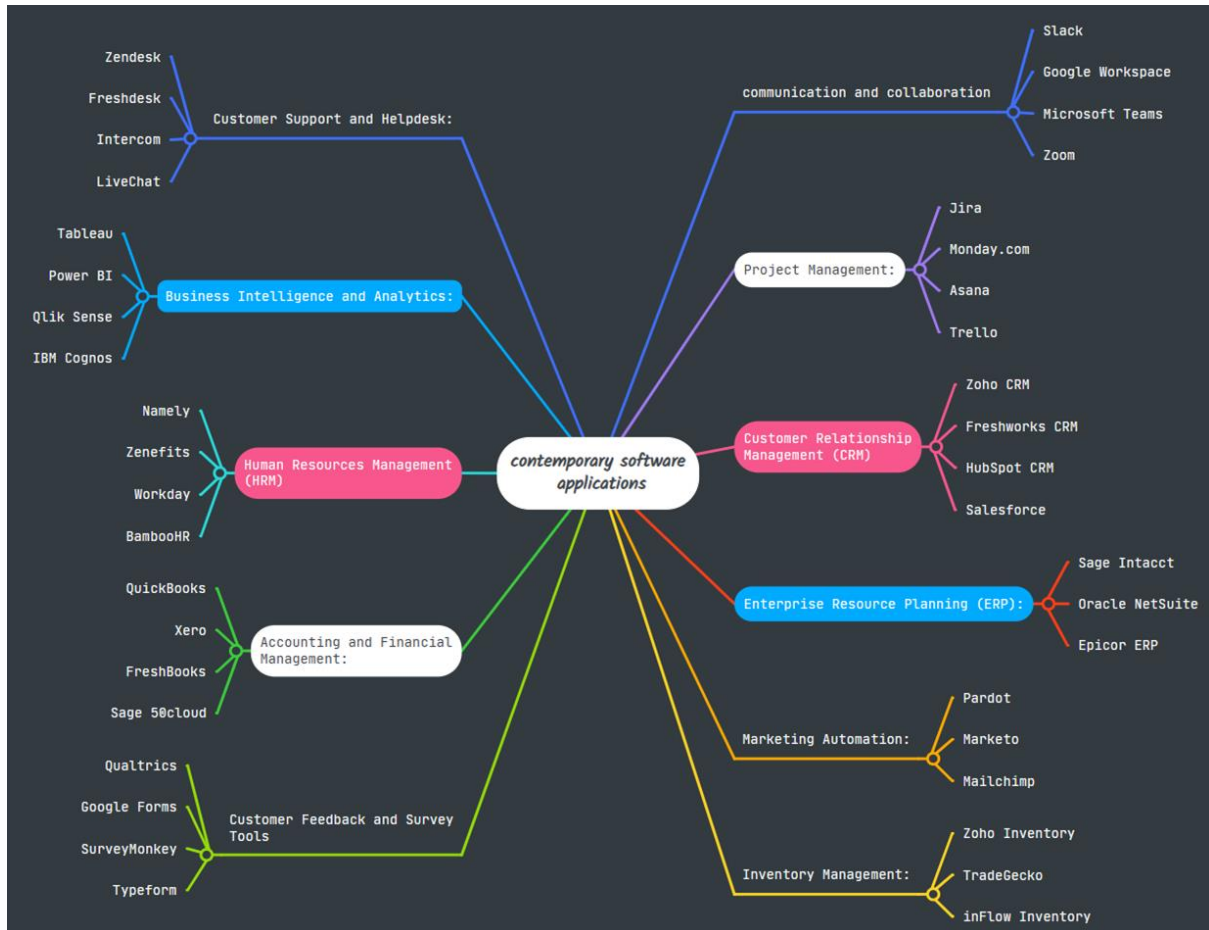
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b. Create a mind map of contemporary software applications



Task 3. Office Applications

a. Four office software solutions for business operations

MS Word

<Insert information appr 500 words>

Microsoft Word is a general word-processing tool for creating, editing, formatting, and sharing documents in a professional manner. It is part of both the Microsoft Office suite and the Microsoft 365 suite, and it is widely applied in business to create reports, letters, proposals, and other forms of corporate documentation [1]. Word puts together text editing, formatting, and collaboration into one convenient platform that meets individual and group work demands.

Microsoft Word includes a variety of formatting and layout options that positively affect the presentation of documents. Margins, page orientation, and page size can be modified, and headers, footers, and page numbers can be inserted to make sure that the documentation is structured and professional-looking accordingly [2]. The application supports rich content, including text formatting, which involves fonts, styles, and colours, tables, images, charts, and embedded objects, in order for complex, visually attractive documents to be created [3]. Templates of letters, reports, resumes, and proposals make the standardization of documents within organisations easier. Collaboration attributes are of special relevance for business processes. All professional edits at times utilize the "Track Changes" feature, which permits multiple users to review and modify documents while retaining modification history. Further streamlining teamwork, comments and revision history allow teams to efficiently generate feedback cycles and approval processes [4]. Moreover, Word integrates spelling and grammar checking, consistency in formatting with "Styles," and other Microsoft Office applications, including Excel and PowerPoint, which greatly improves workflow efficiency and data management [5].

There are many benefits of using Microsoft Word for business activities. It offers professional formatting capabilities, whereby an individual can create professional and standardized documents for reports, proposals, and official correspondence [2]. Such templates and pre-set styles save a lot of time in preparing documents, hence boosting productivity [3]. Review and collaboration tools in Microsoft Word let teams have a collective effort on documents for accuracy, clarity, and accountability [4]. The integration with other Microsoft Office applications means data importation and exportation can be done to enable the smooth inclusion of graphs, tables, and charts from Excel or contents of PowerPoint [5]. The software also provides the ability to save documents in multiple file formats, including the most popular DOCX and PDF, allowing one to easily distribute them to clients, colleagues, or external business partners [3].

Of course, Microsoft Word has a number of limitations. Full functionality requires a license, either as part of Microsoft Office or via Microsoft 365, and may not be cost-effective for small business or individual users [6]. The feature set is so broad that the tool can be intimidating to new or periodic users, creating an extreme learning curve [6]. For straightforward note-taking or light document creation, Word can be overly functional and slower compared to lighter options [7]. In more complicated documents with tables, charts, or macros, there are sometimes issues with the layout when accessing across devices or versions of Word [6]. Review and track changes are supported within Word; however, the collaboration may not be as easy in real-time compared to cloud-based tools like Google Docs [7].

With these rich formatting options, robust collaboration features, and broad integrations across the Microsoft ecosystem, Microsoft Word is still a fundamental

office application for enterprises. Considering its drawbacks in terms of expenditure, complexity, and some issues with text formatting, its advantages-namely, the creation of professional documents, enhancement of efficiency, and teamwork-make this application indispensable in the context of most corporate scenarios [1]-[7].

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MS PowerPoint

<Insert information appr 500 words>

Microsoft PowerPoint is a popular presentation tool that enables any business to create professional and visually appealing slides for meetings, training, pitches, or even simple internal corporate communication. It is part of the Microsoft Office and Microsoft 365 suites and is designed to help users communicate ideas clearly, visually, and

interactively [1]. PowerPoint can assist individuals and teams alike by offering an environment to build, design, and present content in a structured, visually appealing format.

PowerPoint enables a range of functionalities, making it suitable for a wide array of business activities. Users can insert slides of various layouts, insert text, images, charts, tables, videos, and animations, and use themes and templates to achieve visual consistency of all elements within the document [2]. Further development includes the option to add SmartArt graphics in order to illustrate processes, hierarchies, and relationships among concepts and ideas, which serves to clearly explain complex information to the audience [3]. Transitions between slides and animation effects give control over presentations and direct emphases, thus enhancing engagement and retention. PowerPoint provides ample possibilities for creating speaker notes and rehearsal tools, which may be very useful for presenters in preparation for delivery [2].

Moreover, PowerPoint enables collaboration whereby multiple users can edit and add comments to slides in real time, if using cloud versions like PowerPoint Online. This feature enables teamwork in preparing presentations, reviewing content, and consolidating feedback efficiently. Another significant advantage is its integration with other Microsoft Office applications; for instance, charts from Excel or diagrams from Word can be imported seamlessly into the presentation, thus saving time and ensuring uniformity of the documents.

The benefits of PowerPoint in business are immense. Professional presentations enable complex information to be put across clearly and in a structured manner. Visual elements such as charts, images, and graphics enhance understanding and retention, thus making presentations persuasive and much more effective [3]. PowerPoint enhances efficiency with pre-designed templates and themes, which reduces the time it takes to construct presentations from scratch. Its collaboration features enable working with teams, while the integration with other Office tools allows seamless use of data and content across different applications [4], [5].

Yet, PowerPoint has a couple of drawbacks. The software is relatively expensive as part of the subscription to Microsoft Office or Microsoft 365, which may be an obstacle for small businesses or individuals [6]. Its full functionality can overwhelm new or occasional users, who would need to take some time to learn and get a grip on it [6]. Overusing animations, transitions, and graphics can distract audiences and have negative impacts on the effectiveness of presentations if not applied appropriately [7]. Moreover, while collaboration tools may be included in cloud versions, offline versions may face certain difficulties when it comes to simultaneous multi-user editing [6]. There is also the potential for compatibility issues when transferring presentations between different versions of PowerPoint or other platforms, which may affect the formatting or layout of slides [7].

Overall, Microsoft PowerPoint is still indispensable in the business world when it comes to communication. The capability to interlink visual information with structured pieces of information makes it so suitable for presentations, training sessions, pitches, and reports. While considerations include cost, complex elements, and overusing slide effects, its benefits in creating professional, engaging, and collaborative presentations make it a very valued application by businesses [1]-[7].

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[7] BrightHub, "Microsoft Word Advantages and Limitations," [Online]. Available: https://www.brighthub.com/computing/windows-platform/articles/67246/?utm_source=chatgpt.com

MS Excel

<Insert information appr 500 words>

Microsoft Excel is a powerful spreadsheet application that enables businesses to create, store, analyse, and visualise data efficiently. As part of the Microsoft Office and Microsoft 365 suites, Excel is widely used in business operations for tasks ranging from

simple calculations to complex data analysis, financial modelling, and reporting [1]. Its flexibility and range of features make it suitable for both individual users and teams working collaboratively on data-driven projects.

Excel offers a wide range of features that support business operations. Users can create spreadsheets with rows, columns, and cells to organise data systematically. Built-in formulas and functions allow for automatic calculations, reducing manual errors and saving time [2]. Functions such as SUM, AVERAGE, IF, VLOOKUP, and pivot tables enable users to perform complex calculations, data analysis, and summarisation of large datasets [3]. Excel also includes charting and graphing tools, allowing data to be visualised through bar charts, line graphs, pie charts, and other formats, which facilitates easier interpretation and presentation of information [2]. Conditional formatting can be applied to highlight trends, anomalies, or important metrics, improving decision-making.

Collaboration is another key strength of Excel. Cloud-based versions such as Excel Online allow multiple users to edit spreadsheets simultaneously, track changes, and add comments, enhancing teamwork and data accuracy [4]. Excel also integrates seamlessly with other Microsoft Office applications, such as Word and PowerPoint, enabling users to export charts, tables, and reports into presentations or documents efficiently [5]. Templates are available for financial reporting, budgeting, scheduling, and project tracking, providing a starting point for common business tasks and improving productivity.

The benefits of Excel for business operations are significant. Its ability to handle large amounts of data accurately and efficiently makes it indispensable for finance, accounting, project management, and operational planning [2]. The analytical capabilities, including pivot tables, macros, and what-if analysis, allow businesses to gain insights, forecast trends, and make informed decisions [3]. Visualisation tools enhance communication of complex data, making it easier for stakeholders to understand and act upon information [2]. The software's compatibility with other Microsoft Office applications and the ability to save in multiple formats (XLSX, CSV, PDF) further enhance its usefulness in collaborative and reporting contexts [5].

Despite its advantages, Excel has limitations. Its extensive features may be overwhelming for beginners, requiring training and practice to use effectively [6]. Large or highly complex spreadsheets can become slow or prone to errors if not managed carefully. Additionally, while Excel Online supports collaboration, offline versions may create challenges for multi-user editing [6]. Errors in formulas or data entry can lead to incorrect analysis or decisions if not detected, highlighting the importance of careful oversight. Excel is also software-dependent; those without access to Microsoft Office or Microsoft 365 licenses may face accessibility issues [7].

Overall, Microsoft Excel is a critical tool for business operations due to its powerful data management, analysis, and visualisation capabilities. While it requires skill to use effectively and may have some limitations regarding collaboration and complexity, its benefits in improving productivity, accuracy, and decision-making make it essential for businesses of all sizes [1]-[7].

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MS Access

<Insert information appr 500 words>

Microsoft Access is a database management system (DBMS) that allows businesses to create, store, manage, and analyse structured data efficiently. As part of the Microsoft

Office and Microsoft 365 suites, Access provides users with tools to build relational databases, generate queries, and produce reports for decision-making and operational management [1]. It is designed for businesses that require more advanced data management than spreadsheets can provide, offering a scalable solution for handling large volumes of structured information.

Access provides a range of features that support business operations. Users can design tables to store data, establish relationships between tables, and define primary and foreign keys to maintain data integrity [2]. Queries allow users to filter, sort, and extract specific information from the database using SQL or the graphical query builder, enabling detailed analysis and reporting. Forms provide a user-friendly interface for data entry, ensuring consistency and reducing errors, while reports allow users to generate structured, formatted outputs suitable for management review or external presentation [3]. Access also includes templates for common business needs, such as inventory management, customer relationship management, and order tracking, which help organisations implement databases quickly and efficiently.

The benefits of Microsoft Access in business are substantial. It allows businesses to manage large datasets efficiently, reducing redundancy and improving data accuracy [2]. Its relational database capabilities enable complex queries and analysis, supporting informed decision-making and operational planning. By providing forms and reports, Access simplifies data entry, monitoring, and reporting, improving productivity and reducing the likelihood of errors [3]. The integration with other Microsoft Office applications, such as Excel and Word, allows users to export data for further analysis, reporting, or presentation purposes, enhancing workflow and collaboration [4].

Despite its advantages, Access has certain limitations. Its interface and functionality can be complex for beginners, requiring a learning curve to fully utilise its features [5]. While suitable for small to medium-sized databases, Access may struggle with extremely large datasets or high-concurrency environments, which may require more robust DBMS solutions such as SQL Server or Oracle [6]. Collaboration is also more limited compared to cloud-based solutions; multiple users can access a shared database, but simultaneous editing can lead to conflicts if not properly managed [5]. Additionally, Access requires a Microsoft Office or Microsoft 365 license, which may be a cost consideration for smaller businesses [7].

Overall, Microsoft Access is a powerful tool for business operations that require structured data management, advanced queries, and customised reporting. While it may require training and careful management for collaboration, its ability to organise large volumes of data, support decision-making, and integrate with other Office applications makes it highly valuable for businesses that need more than basic spreadsheet functionality [1]-[7].

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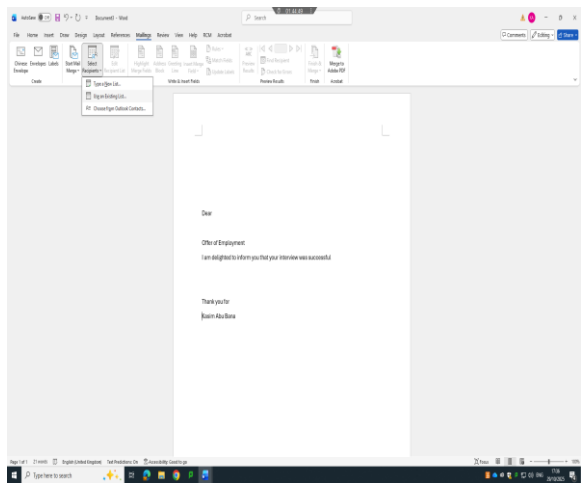
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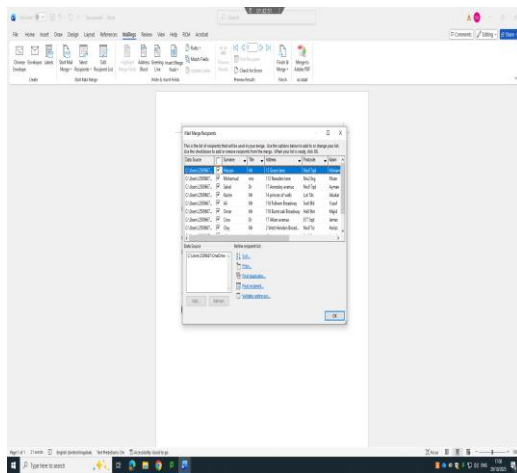
b. Practical demonstration of Two Office Features

Mail Merge

Title	First name	Surname	Address	Postcode	Location
Mr	Mohamed	Hassan	12 Green lane	Nw9 7qd	London
mis	Filsan	Mohamud	112 Neasden lane	Nw2 6sg	London
Dr	Ayman	Salad	17 Anneslley avenue	Nw9 7qd	London

Mr	Abukar	Kasim	14 princes of walles	Lut 7ds	Luton
Mr	Yusuf	Ali	116 Fulham Broadway	Sw6 8fd	London
Mr	Majid	Omar	116 Burnt oak broadway	Ha8 9lm	London
Dr	James	Criss	17 Alkan avenue	E17 3qd	Walthamstow
Mr	Hariss	Clay	2 West hendon Broadway	Nw9 7sr	London
Mr	Yusuf	Ali	12 lyon street	Sw6 9ly	London
Mr	Majid	Omar	110 Camden High street	nw19lm	London





If Statement

1	Student number	Firstname	lastname	Class mark(40)	Exam Mark(60)	Total (100)	Remark
2	2509887	John	Clay	50	30	80	PASS
3	2509888	Ali	Omar	30	25	55	FAIL
4	2509889	Antonio	Bandera	25	45	70	PASS
5	2509890	Mark	King	32	36	68	FAIL
6	2509891	Caren	Libson	30	46	76	PASS
7	2509892	Mark	Thomas	45	30	75	PASS
8	2509893	Antonio	Clay	40	31	71	PASS
9	2509894	Salim	Ali	18	45	63	FAIL
10	2509895	Dani	King	23	35	58	FAIL
11	2509896	Robert	Lyon	15	35	50	FAIL
12	2509897	Kyan	Prince	22	30	52	FAIL
13	2509898	Tony	King	20	45	65	FAIL
14							
15							

	A	B	C	D	E	F	G	
1	Student number	Firstname	lastname	Class mark(40)	Exam Mark(60)	Total (100)	Remark	
2	2509887	John	Clay	50	30	80	=IF(F2>=70,"PASS","FAIL")	
3	2509888	Ali	Omar	30	25	=E3+D3	=IF(F3>=70,"PASS","FAIL")	
4	2509889	Antonio	Bandera	25	45	=E4+D4	=IF(F4>=70,"PASS","FAIL")	
5	2509890	Mark	King	32	36	=E5+D5	=IF(F5>=70,"PASS","FAIL")	
6	2509891	Caren	Libson	30	46	=E6+D6	=IF(F6>=70,"PASS","FAIL")	
7	2509892	Mark	Thomas	45	30	=E7+D7	=IF(F7>=70,"PASS","FAIL")	
8	2509893	Antonio	Clay	40	31	=E8+D8	=IF(F8>=70,"PASS","FAIL")	
9	2509894	Salim	Ali	18	45	=E9+D9	=IF(F9>=70,"PASS","FAIL")	
10	2509895	Dani	King	23	35	=E10+D10	=IF(F10>=70,"PASS","FAIL")	
11	2509896	Robert	Lyon	15	35	=E11+D11	=IF(F11>=70,"PASS","FAIL")	
12	2509897	Kyan	Prince	22	30	=E12+D12	=IF(F12>=70,"PASS","FAIL")	
13	2509898	Tony	King	20	45	=E13+D13	=IF(F13>=70,"PASS","FAIL")	
14								
15								

Task 4. Communication and Collaboration applications

- a. One contemporary Communication and one Online Collaboration applications/tools**

MS Outlook

<Insert information appr 500 words>

MS Teams

<Insert information appr 500 words>

- b. One feature of a freely available Communication (1) and one feature of a Collaboration (1) application**

MS Outlook

<Insert screenshots with captions>

Ms Teams

<Insert screenshots with captions>

Conclusion

<Insert information>

References