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1.1 Introduction

1.1 Overview of the business.

Kalori Ltd is a fast-growing consumer electronic retailer that currently manages 30 physical stores across the country as well as a busy website. While sales are increasing rapidly, the company's internal operational is struggling to keep up. They still use old-fashioned manual processes and basic spreadsheets to manage the entire business. In the past these manual methods were sufficient as the volume of sales was manageable.

However, now that the sales have increased significantly, this way of operating is not suitable anymore for a business of this size.

This report will evaluate why these manual methods are failing and recommend a modern information system that will allow the company to maintain its growth and maintain the data much more effectively.

1.2 Identification of key challenges.

The most critical issues that are facing The Kalori Ltd is that the data is not processed in time. Because the physical stores and the website are not connected in real-time, the business is facing several major 'headaches. :

Stock errors and out-of-stocks: The website does not see what is being sold in the 30 shops. This leads to customers buying items online that are sold out, resulting in 'out-of-stock' messages and forced refunds.

Delayed parcels: Since the warehouse has no live data, which slows down the shipping causing a significant decline in customer trust.

Outdated information: Managers get reports too late, making it difficult to make good decisions about the business. Because the data is not updated in real-time the team is often looking at old facts, which means they cannot react quickly to new sales trends or stock problems in time.

Manual mistakes and wasted labour: Employees spend time typing the data from one system into another. This is inefficient, leading to frequent human errors in the financial records.

Data Security and Ethics: Storing sensitive customer details on simple spreadsheets is a major risk. This leaves the company vulnerable to data breaches, and they are currently failing to meet GDPR privacy standards.

According to KenSium (2025) this manual process acts as a barrier that stops a business from growing, as the staff becomes too busy fixing mistakes rather than focus on new sales.

2. Evaluation of Existing Systems

2.1 Analysis of the current information systems in place.

In the past, when Kalori Ltd was a small business, using manual paperwork and

spreadsheets was successful way to manage the company. It was a simple and low-cost method that allowed the company to expand to its first few locations without any problem. However, now that there are 30 physical stores and a busy website, this manual approach is no longer enough.

According to the University of Arizona Global Campus (2025), a professional Information System is needed to manage complex data through integrated hardware and software.

Kalori Ltd has now outgrown its old habits. As a result of all this, we can notice that a real information system does not actually exist in this company yet, but as an IT consultant I will recommend and implement a good information system suitable for this business.

2.2 Identification of inefficiencies and gaps

Because the company is still using old manual ways to run 30 stores, several big 'gaps and inefficiencies have appeared.

These problems are making the work difficult for the employees and blocking the company's growth

To understand why a new system is needed, we must look at the specific gaps that are currently causing problems within the business operations.

Manual spreadsheets create "blind spots" Supplymint(2025) leading to stock mismatch and forced refunds that damage the customer experience. This "double entry" process wastes labour and block expansion (Kensium 2025).

Furthermore, using unprotected emails for sensitive data creates high human error and significant GDPR security risks for customer information. According to the ICO (2026) the GDPR 'Security Principle' requires businesses to use appropriate technical measures to protect data, which this manual system fails to provide.

3. Recommended Information System Solution

3.1 The Business Need for Transformation

Kalori Ltd is at a point where it can no longer grow using its current methods.

Because it is a B2C (Business-to-Consumer) company, it must manage thousands of small sales across 30 stores and a website.

Right now, the company is struggling because the different departments are using isolated systems. This means the website and the physical retail branches do not share the same data, leading to massive inaccuracies in stock levels. According to The University of Arizona Global Campus (2025), a professional information system is necessary to integrate these separate areas, so the entire company has access to the same information.

Currently, Kalori relies on manual spreadsheets, which leads to frequent human error. As Kensium (2025) points out, there is a "Cost of Doing Nothing", if Kalori does not change, it will continue to lose revenue through forced refunds and disappointed customers because the sales and inventory data are not synchronized.

To solve this, the company needs to move away from manual paper and implement a digital system that provides real-time visibility across every store and warehouse.

3.2 Primary Solution: The ERP (The brain of the business)

The main recommendation for Kalori is to implement an Enterprise Resource Planning (ERP) system I am choosing this as the primary information system to organize the company. According to Syracuse University (2025), an ERP is a system that connects every department like sales, the warehouse and finance team into a single database. This system saves as a "central brain" synchronizing the website and 30 stores into a single data base (Syracuse University, 2025). It integrates CRM for after-sales services and DSS for data-driven reporting, replacing manual spreadsheets with an automated, professional infrastructure.

3.3 Choosing the right system: Oracle NetSuite vs Sap S/4 Hana

Since Kalori Ltd is a large chain, we need to choose the system most reliable for its need. I recommend Oracle NetSuite based on Software Connect (2025) guide, NetSuite is perfect for growing business because it was built specifically for the internet. It is an "all-in-one" platform, which means all the different parts of the company are already connected. This makes it much easier to manage than other systems and ensures that data is always up to date.

I also looked at SAP S/HANA as an alternative option. However, is rejected due to its high maintenance cost and complex setup, this limitation could delay business growth.

3.4 Infrastructure: Why the Cloud is the best choice.

To ensure the System is accessible across all 30 branches, we must select the correct infrastructure. Based on the research by Winks (2024), the following table compares the available options:

Infrastructure	Features	Benefits	Limitations
On-Premises	Physical servers located on-site at Kalori Ltd	Total control over data and no internet dependence	Very high upfront cost and hard to sync 30 stores
Cloud	Remote system where all maintenance and security are included	Scalable, cheaper, and provides real-time sync	Requires a stable internet connection to function
Hybrid	A mix of both physical servers and cloud storage	Flexible and offers a backup critical data	Very complex and expensive to manage two systems

Although On-Premises offers control, it is rejected because purchasing and maintaining 30 separate servers is too expensive for Kalori Ltd.

Hybrid models are also unsuitable because Kalori doesn't have a large IT team to manage a complex system .

The Cloud is the only solution that provides the real-time synchronization that Kalori needs at an affordable price.

3.5 Justifying the recommendation :

The choice of Oracle NetSuite directly addresses Kalori Ltd 's business needs for efficiency and scalability. By moving to a Cloud-based ERP, the company eliminates the high costs of maintaining physical hardware in 30 different locations (winks, 2024).

This provides a scalable foundation allowing the business to grow its e-commerce and physical presence without technical barriers. Operationally, the system improves data management by replacing manual "double entry" tasks with a "single source of Truth".

This shift is not just about speed; it is about legal safety. The ICO (no date) notes that the GDPR "Security principles" requires technical measures to protect data.

Finally NetSuite 'Decision Support System (DSS) tools provide real-time data that replace "old habits".

This enables management to make informed decisions that drive both efficiency and growth (Syracuse University, 2025).

In short, this new system replaces slow paperwork with automatic updates. This stops the mistakes that were happening before and gives the company a much safer way to manage its 30 stores.

4. Implementation plan

By choosing Oracle NetSuite as the new information system, I have created a step-by-step plan to make sure the implementation is successful for the whole company.

Stage	What is happening? (Step-by-step)	Timing	Cost focus
1.Discovery	Identifying “blind spots” and data needs.	Month 1	Initial consulting
2. Design	Planning the screens so they are easy for staff to use.	Month 1	System setup
3. Development	Setting up the software and transferring all store data to Cloud.	Month 2	Licensing fee
4.Testing	Doing a small trial to find and fix any mistakes before the main start.	Month 2	Quality checks
5. Deployment	The “Go-live” day when all stores start using the new system.	Month 3	Activation costs
6.Support	Helping staff with any questions while they get used to the change.	Ongoing	Monthly support

4.1 Implementation plan: Gantt chart

The following Gantt chart translates these stages into a visual timeline to ensure every task is executed in the correct sequence.

Project Stage	1	2	3	4	5	6	7	8	9	10	11	12
Discovery	x	x										
Development			x	x	x	x	x					
Testing							x	x	x			
Deployment										x	x	
Support											x	x

By aligning these specific implementation steps with a 12-weeks' timeline, the company ensures a risk-free transition that protects data integrity.

This phased strategy is the backbone of the project, transforming complex changes into a manageable roadmap that secures the company's digital future. This precise synchronization between the step-by-step plans and the Gantt chart provides the transparency needed to track progress and ensure total operational stability.

Conclusion

In conclusion, the transition from manual spreadsheets to a Cloud based Oracle NetSuite ERP is not just a technical upgrade, but a vital strategic move for Kalori Ltd. This report has identified that current manual inefficiencies and GDPR risks are actively blocking the company's growth. By implementing a "single source of truth" through the Cloud, the business eliminated data silos across its 30 locations, ensuring real-time accuracy and operational safety.

Oracle NetSuite was selected as the superior solution over SAP S/4 Hana due to its scalability and lower technical maintenance requirements, making it the most cost-effective choice for a fast-growing retail.

Furthermore, the structured 12-week implementation plan and Gantt chart provide a disciplined roadmap that minimizes downtime and guarantees a smooth transition. Following this phased approach ensure that Kalori Ltd can scale its operations, protect customer data, and maintain a competitive edge in the modern retail market.

This investment provides the professional infrastructure necessary to secure the company's digital future and long-term success.

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