

Executive Summary – Business Requirements Document

Project Title: BOC Domestic LPG Purchase & Delivery App

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Overview

This project proposes the development of a digital platform that enables Nigerian households to **order pre-filled BOC gas cylinders (3kg to 30kg)** online and receive them at home without visiting depots. The platform also allows **BOC agents** to manage deliveries efficiently, while providing **real-time customer insights** to management through a secure dashboard.

Business Opportunity

Current LPG distribution is largely manual, inconvenient for consumers, and lacks traceability. There is a significant **gap in customer data**, delivery logistics, and reporting mechanisms. This application directly addresses those gaps by introducing **smart ordering, payment flexibility, traceable assets (cylinders), and actionable analytics**.

Key Features

- **Customer App Interface:** Identity-verified registration, cylinder selection, and order placement.
 - **Agent Dashboard:** Delivery assignment, status updates, and payment logging (cash or digital).
 - **Management Dashboard:** Real-time customer base visibility, delivery performance, and trend analytics (pie charts, histograms, grid views).
 - **KYC Compliance:** Captures BVN, NIN, and ID upload to ensure legitimate and secure transactions.
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Strategic Benefits

- **Improved Customer Convenience & Retention**
 - **Enhanced Cylinder Accountability & Brand Protection**
 - **Data-Driven Decision Making** for Sales & Distribution Planning
 - **Foundation for Market Expansion** across Nigeria and Africa
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Ownership & Delivery

This application will be delivered as a **Software-as-a-Service (SaaS)** by **Lewisham Multi Solutions Ltd**, under the leadership of **Frederick Ogwu (MD/CEO)**. The platform is scalable, integrable with BOC's website, and designed for secure national rollout.

Call to Action

Top management's approval is requested to proceed with the implementation phase, beginning with integration, agent onboarding, and customer outreach to ensure a successful pilot launch.
