

Rideline Power Bikes

Information Systems Improvement Plan

Prepared for: Rideline Power Bikes Management Team

Prepared by: James Padula, IT consultant

Date: January 27th, 2026

Executive Summary: Rideline Power Bikes is an emerging E-bike company that utilizes technology for sales, marketing, and inventory management of the product. With the business scaling at a high rate, the business has outgrown its current information systems, which are not operationally efficient. This plan proposes a project that integrates a new information systems solution that addresses hardware, software, networking, data management, employee onboarding, and web presence.

The goal is to support future growth, strengthen network security, improve operational efficiency, and improve customer experience. This proposal defines scope, assumptions, constraints, and deliverables that will guide the implementation phases.

Business Background and Current Needs: Rideline Bikes serves as a retail and repair shop for e-bikes in the Western North Carolina area. This includes accessories for bikes, repairs for bikes, and bike builds with the parts supplied by the customer. The company relies on technology for inventory management, sales, marketing, and customer service. As the demand and sales increase for Rideline, their information systems must support this quick change.

Currently, Rideline utilizes a desktop-based POS system, a basic website, spreadsheets, and paper records. These systems, which operate independently, present a high risk of error, potentially affecting profitability and customer satisfaction. Rideline requires integrated and organized information systems. Key needs include improved POS and POS equipment, a secure network and data management, enhanced employee onboarding, streamlined customer information management, and a modern web presence for customer engagement.

Project Scope: This project includes analysis of current information systems, business processes, and technology. The project proposes integrated hardware, software, networking, data management, and employee training solutions. The current scope includes evaluating all hardware and software, including the POS, inventory management systems, customer relations tool, and current website state, and provides recommended solutions. The scope also includes planning for a secure network infrastructure, centralized systems and data, with backup and security solutions, and the development of a modernized employee training plan to ensure efficient implementation. Also, to assess the current web presence for possible improvements to the website and online marketing for improved customer satisfaction.

To maintain project focus and budget compliance, certain activities fall outside the project's scope. These exclusions are necessary to define project boundaries.

- Artificial Intelligence\LMM
- Mobile App development
- 3rd Party Integration
- Physical renovations

- Advanced network security
- Creation of a new department
- Designing systems unrelated to IT

Project goals: The goal of this project is to design and improve a scalable information systems solution that will support Rideline Power Bikes' growth and customer satisfaction. This project attempts to modernize the current technological systems and provide solutions that address the businesses' current challenges.

The Project goals include:

- Improve operational efficiency with enhanced integrated information systems.
- Enhance network security and infrastructure,
- Evaluate and improve POS, data, and inventory management.
- Provide updated training and tools for employees to work confidently with new systems.
- Establish time constraints and a road map for the implementation of new systems.
- Evaluate and enhance current online presence.

Success Criteria:

- Business processes are efficiently supported by integrated information systems.
- Company and customer data are securely stored.
- Data is accurate and readily available when retrieved.
- Employees can successfully and confidentially use updated systems.
- Deliverables meet scope and are within the defined constraints.
- Website is sleek, SEO optimized, and easily accessible.

Stakeholders: Stakeholders are affected by the information systems project or have an interest in its success. Stakeholders make decisions that define requirements, funding, and approval of decisions. It is important to define the stakeholders and make sure that the project is in line with their needs.

Stakeholders for Rideline Bikes:

- Business Owner/executive management
- Operation Management/Administrative Staff
- Sales staff

- Service technicians
- IT Consultants and Vendors
- Customers

Assumptions: This project adheres to certain assumptions, resources, requirements, and constraints that may affect the implementation of this project.

Assumptions for Rideline Power Bikes:

- Rideline Power Bikes' current information systems are outdated.
- Daily operation relies on customer scheduling, inventory management, and POS use for sales.
- Staff have varying levels of technical skills.
- The company intends to scale in size and customer growth.
- The company has a reliable internet connection.
- The company has accurate customer data that can be transferred to the new systems.
- Employees will be available for training.
- Management will approve and provide feedback on new systems.
- The company is willing to integrate cloud-based solutions and SaaS applications.
- Vendor pricing and information will stay consistent.
- Budget constraints will be considered in software and hardware development.

Constraints:

- It must be within budget.
- Ongoing business operations.
- Limited staff size and availability/
- Budget for software and hardware
- Physical infrastructure changes.
- New system compatibility.
- Vendor availability and pricing.

Overview of Planned Deliverables: The following deliverables will comprise the project for Rideline Power Bikes. These items will help support the integration and success of the project.

- A document analyzing and summarizing current operations, workflows, and technology use.
- Identification of gaps in hardware, software, networking, online presence, and data management.
- Proposed technological upgrades.
- System architecture design.
- Employee training strategy.
- Network security plan
- Online presence improvement plan.
- Final project roadmap and documentation.

The deliverables will comprise the final project to help improve the information systems of Rideline Power Bikes.