Oz/*Management Information Systems*, 5th edition

Part Cases Projects

Part 2, "Information Technology"

1. Review the Trent Courier Services Messengers part case and the Chapter 4 opening case. Andrew Langston has heard of current advances in speech recognition and speech synthesizing, and he is wondering whether he could implement a system to allow his couriers and central office staff to use the technology. Investigate the capabilities of speech recognition and make a recommendation to Andrew on its applications to Trent Courier Services' varying operations.

2. Software is used for many business functions. Trent Courier Services Messengers needs some specialized software to help it function smoothly. Read the Chapter 4 opening case. You are a consultant whom Andrew Langston has hired to investigate routing and scheduling programs for use in his business. Go online to find some application programs that you think will fit the company's needs. Make a recommendation to Andrew, and be prepared to defend your choice—for both functionality and cost.

3. Andrew Langston's company has been successful in Stoke-on-Trent. In fact, he is now considering expanding his business to your city. You have been put in charge of organizing the telecommunications technology for the new office. Go online to find out the types of telecommunications services—cable, DSL, satellite, fixed wireless, etc.—that firms offer in your area. Which would work best for your Trent Courier Services office? Why?