



Elegant MicroWeb
Delivering the Value of Technology

Case Study

Elegant MicroWeb Provides Mobile App Development and Portal for Multi-Service Property Repair Contractor



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The Client

The client is a Multi-Service Property Repair Contractor, providing world-class restoration and repair services to both domestic and commercial properties in UK, including plumbing, joinery, plaster, painting, tile, roofing, electrical, flooring and carpeting, masonry, and heating services.

The Objective

The key objective of this project was to provide a mobile app to consumers (end users) to enable them to book a service and schedule it automatically, then track, and pay for, the service and rate the service after completion. The client also wished to provide easy-to-use, dependable tools to its internal administration and field staff to coordinate and track services. The goal was to create a system that would track service calls and allow for scheduling and live tracking of personnel while on a job, and to provide directions and other pertinent information to field personnel to assure that field personnel will arrive on time at the right location. The client also wished to incorporate customer feedback, invoicing and balance as well as payment tracking.

The Solution

Elegant MicroWeb built and implemented a solution to allow customers to download the mobile app or utilize their browser to access the client portal and access services. Client customers can register, browse through services available in their area, see rates and estimates for a particular service, schedule a service and pay online. Once a service is scheduled, the solution will automatically assign the closest, most appropriate field service personnel for that service and schedule a time for that service. The solution provides live tracking so the customer can anticipate arrival of field personnel, and it provides direction to service personnel to find the service location. The solution also provides full administrative backend control to administration staff to manage and track customers, field personnel, availability, allocation of tasks, invoicing, orders, and configuration of dynamic pricing based on customer postcodes.



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The solution includes:

- Web portal and native mobile application in iOS and Android
- User friendly interfaces for customers, field engineers and admin
- Multi-vendor management and configuration to provide this platform to other service providers and contractors
- Easy, intuitive and similar user experience across various devices and platforms for customer to book a service
- Customer can view their order history, payment history and download invoices
- Payment gateway integration with WorldPay
- Real-time tracking of field engineer to customer on mobile and web
- Update customers through notifications about their services and other updates
- Design easy interface for field engineer app by keeping their technical background in mind
- Register and login using FaceBook, Twitter, LinkedIn, Google+
- Configurable pricing based on vendor, services, postcode to admin

The Technology

- Web Portal
 - Server: PHP
 - Database: MySQL
- Mobile App
 - iOS: iOS 9.x, iPhone 5S, iPhone 5C, iPhone 6, iPhone 6s, iPhone 6 Plus, iPhone 7
 - Android: version > 5.3.x

Elegant MicroWeb Role

The Elegant MicroWeb team provided support, knowledge and skill in the following areas and activities:

- Requirement understanding and roadmap planning in close consultation with IT managers & business managers
- Technical feasibility
- Architecture, Development, Maintenance and Support
- Continuous enhancement, up gradation and roll out for various tools
- Testing, including performance testing
- Implementation, integration and support
- Support and Training to business users and IT team



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Conclusion

This client wished to provide a mobile application that would enable consumers to review, schedule, track and pay for services in an easy-to-use mobile application environment. The client also wished to provide easy-to-use, dependable tools to its internal administration and field staff to coordinate and track services. Elegant MicroWeb built and implemented a solution to allow customers to download the mobile app or utilize their browser to access the client portal and access services. Client customers can register, browse through services available in their area, see rates and estimates for a particular service, schedule a service and pay online. The solution also provides full administrative backend control to administration staff to manage and track customers, field personnel, availability, allocation of tasks, invoicing, orders, and configuration of dynamic pricing based on customer postcodes. The successful completion and delivery of this solution improved client visibility and service and increased customer satisfaction.



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Contact Us

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