![daffodil]

Success Story

Turning a vision of an on-demand services application into a market-ready product

Customer	Country	Industry
Leading Technology Company	India	Internet

About The Client

The client is a leading Indian company that allows clients to easily find and book trusted professionals for various home services. Their goal is to automate the business operations for various service providers, including plumbers, electricians, painters, landscapers, and more. The platform allows these professionals to grow their businesses seamlessly by accessing trusted networks of local buyers and leveraging their good ratings and reputations.

Technology Stack

mongoDB	node JS	React Native

Business Situation

People frequently face challenges in finding reliable and skilled service providers for essential tasks like cleaning, plumbing, carpentry, appliance repair, painting, etc. On the other hand, service providers often encounter difficulties in reaching potential clients and managing their schedules efficiently.

Our client envisioned a comprehensive platform to bridge these gaps and streamline the process of connecting users with trusted service providers. The idea was to develop an intuitive app that allows users to effortlessly find, book, and review professionals. Concurrently, the platform would function as a marketplace for service providers, enabling them to generate leads, make contacts, convert opportunities, provide quotes, negotiate terms, schedule appointments, deliver services, issue invoices, and receive payments. The platform aims to enhance transparency, ensure secure transactions, and provide a seamless user experience.

In pursuit of this vision, our client sought a strategic technology partner with an understanding of the Indian market dynamics. After thoroughly considering various options, our client selected Daffodil Software for its proven track record and expertise in mobile app development. Through collaborative sessions, Daffodil Software and our client outlined a comprehensive set of requirements, which included:

- ✅ Develop an intuitive and easy-to-navigate mobile app interface for users to find, book, and review service providers across various categories.

- ✅ Design an interface for service providers to create and manage detailed profiles, including qualifications, services offered, availability, and pricing.

- ✅ Implement a robust booking system with real-time availability, scheduling, and notification features.

- ✅ Integrate a secure payment gateway to facilitate seamless transactions.

- ✅ Develop a comprehensive admin panel that would provide the client with a holistic view of the entire business operations.

The Solution

The project began with a product discovery workshop, where the Daffodil team and the client collaborated to outline the product's vision and specific requirements.

After this initial step, our product designers conducted in-depth user research to understand the behaviors, needs, and pain points. By mapping out the entire user journey, our team developed interactive prototypes for all three applications: the user application, the service provider application, and the admin portal. These prototypes visualized the layout, flow, and functionality of each platform to ensure a cohesive and intuitive user experience.

Following this, our software architects outlined the optimal architecture for the mobile app, focusing on scalability and security. Our team selected the most efficient technology stack for the app: React Native for the frontend, Node.js for the backend, and MongoDB for the database management system.

The app we designed aimed to make it easier for users to find and book reliable service providers while allowing service providers to manage their schedules and services efficiently. Additionally, an intuitive admin panel was developed to manage user data, service provider information, bookings, and feedback.

This comprehensive mobile app and admin panel empower our client to streamline operations, enhance user satisfaction, and ensure a seamless connection between clients and service providers.

We incorporated various key features such as:

User Portal:

Scheduling system: We implemented a comprehensive scheduling system that allows users to easily browse and book services such as cleaning, plumbing, carpentry, appliance repair, and painting. This feature provides detailed pricing information for each service, enabling users to make informed decisions. Users can select their preferred service times and manage their bookings with real-time updates. Unique booking codes and filters for viewing appointments based on date, time, and status (e.g., active, canceled, completed) ensure a seamless and efficient booking experience.

Chat option: To facilitate effective communication, we integrated an in-app chat feature that allows users and service providers to communicate directly. This feature enables users to address queries, confirm details, and receive updates from service providers through a secure and convenient chat interface. By offering a streamlined communication channel, the app enhances coordination and ensures clarity between both parties.

Secure payment integration: We incorporated a secure payment gateway to provide seamless and secure transactions within the app. Users can easily pay for services and track their transactions, ensuring transparency and security. This feature includes options for tracking payment history and resolving any payment-related issues, thereby enhancing user trust and convenience.

My friends for referrals and credit points: We developed a referral program that allows users to invite friends and earn credit points. This feature tracks referral status and credit points within the app, incentivizing users to engage and expand the platform's user base. By offering rewards for successful referrals, the app encourages users to share their positive experiences and contribute to the growth of the application.

Notifications system: We integrated a robust notifications feature to keep users informed about their bookings, updates, promotions, and any important information. Users receive push notifications, email alerts, and SMS notifications to ensure they never miss out on any critical updates or opportunities. This feature enhances user engagement and ensures timely communication.

Ratings & reviews: To maintain service quality and trust, we implemented a review and rating system that allows users to provide feedback on the services received. Users can rate service providers based on their experience and leave detailed reviews. This feature helps ensure that service providers maintain high standards and allows future users to make informed choices based on previous feedback.

Service Provider Portal:

Onboarding: To streamline the process of joining the platform, we developed an intuitive onboarding experience for new service providers. This includes step-by-step guidance on creating profiles, listing services, setting availability, and understanding the platform's features. The onboarding process is designed to be user-friendly, ensuring that service providers can quickly get started and begin offering their services.

Appointment details: We implemented a feature that allows service providers to easily view and manage their appointment details. This includes real-time updates on upcoming, ongoing, and completed appointments. Service providers can access comprehensive information about each booking, such as customer details, service location, and appointment time.

Subscription plans: To offer flexibility and additional benefits, we developed a range of subscription plans for service providers. These plans provide various tiers of service access, promotional tools, and enhanced visibility on the platform. Service providers can choose a plan that best fits their business needs, enabling them to optimize their service offerings and reach a broader audience.

Booking acceptance: We integrated a booking acceptance feature that allows service providers to quickly accept or decline booking requests. Service providers receive notifications for new bookings and can respond promptly through the app. This feature helps ensure that service providers have control over their schedules and can manage their workload effectively.

Admin Portal:

Dashboard: We developed a comprehensive dashboard that provides administrators with an at-a-glance overview of the platform's performance. The dashboard displays key metrics such as total bookings, active users, service provider activity, and financial transactions. This centralized view allows administrators to monitor the platform's health and make informed decisions quickly. Real-time data updates that the information is always current and actionable.

Booking management: We integrated a robust booking management system that allows administrators to oversee all booking activities. This includes viewing and managing active, pending, and completed bookings. Administrators can also handle booking disputes, process cancellations, and reschedule appointments as needed. The system provides filters to sort bookings by date, service type, and status, making it easy to manage a large volume of appointments. This feature ensures smooth booking operations and high customer satisfaction.

Members & service provider management listing: To efficiently manage users and service providers, we implemented a detailed management listing feature. Administrators can view, edit, and manage profiles of both members and service providers. This includes verifying new service providers, updating profile information, and handling user account issues. The system also allows for tracking user activity, managing subscriptions, and ensuring compliance with platform policies.

The Impact

The development and implementation of the mobile app and admin portal significantly transformed the way users and service providers interact. Within the first six months of launch, the platform onboarded 10,000 user registrations and 1200 service providers. The intuitive interface simplified the process of finding and booking reliable service providers, making it easier for users to address their home service needs. The secure payment gateway ensured seamless and trustworthy transactions, building user confidence in the platform. Additionally, the admin panel provided administrators with the tools to efficiently manage user and service provider data, bookings, and feedback, leading to smoother operations and improved customer satisfaction. Overall, the app successfully bridged the gap between users and service providers, fostering a seamless connection and solidifying its reputation as a trusted solution in the home services industry.

Services Used

UI/ UX Design

Mobile App Development

Have a software product vision in mind?
Setup a personalized consultation with our technology expert.

Let's Talk