HouseJoy App – Case Study

Overview:-

Our Client who owns HouseJoy company provides home services such as plumbing, electrical, home cleaning, computer repair, fitness, drivers, pest control, beauty, laundry, carpentry and painting to the user. The Client had to manage all the task manually by spending lots of time talking to people, understanding the requirement and supply the services and also his workers had to visit door to door to create awareness of their services among the people. This whole process was time consuming and involve lot of efforts. More over business was bounded within a limited geographical areas. Since only few people knew about existence of his business he wanted to spread widely among the people about his business. After exploration he decided to come out with a solution to reduce all the manual efforts by automating the service and supply process. Basically, he wanted Home Service app which could monitor all the day-to-day life home services under one roof which would make their work easy by reducing time and efforts.

So he approached us with his requirement

The Challenge:-

Our team of experts analysed the project requirements in detail while planning the project, the team faced some issues. Those were:

1. User friendly UI design with less screens.
2. Challenge was to implement Geo Location Tagging feature.
3. Providing details on customization opportunities for various categories was the another challenge.
4. SSL integration for secure and effective payment.

The Solution:-

Keeping the challenges in mind and analyzing the exact client requirements, our team proposed a solution which contained following.

1. A clear user interface supports the customer experience along with a brand new look and app.
2. User can track their entire order directly from the app
3. Easy to Book and schedule services.
4. The app consist of the Notification and reminder feature.
5. The app allows the user to customize the services based on their requirements.
6. The Geo Location Tagging feature, with the GPS capabilities of the device running the app fetches the user's current location and enables them to book services near their preferred location.
7. Services are provided by matching the location based demand-supply requirements.
8. All types of payment options like Net Banking, credit card etc are available in the app.

The Result:-

The app reduced the human efforts and gave a clear visibility of the services requested, the services accomplished by the employees, their feedback etc to the client. In clients words, he can now sleep for a few extra hours due to the reduction in the simplicity and the visibility in the overall process.
The app has a user friendly design, thus attracting more customers. Client has now extended his business globally. The app has somehow changed the life style of the people All in all client was extremely satisfied to have the entire service provider process automated.