

Laundry Management System

Client Background

The Customer have a retail chain of small form of laundry that assures clean and hygienic washing, drying and steam ironing services, which can be turned around within 24 hours to the customer.

Client's Challenge

The Customer was running this business with lot of dependency on manual work for tracking the pickup requests for laundry until its final delivery. Also for the billing information they are dependent of lot of manual processing with the current system that they were using.

Following were the main challenges customer faced with this system:

- Even during the age of mobile apps, lots of calls are dependent on phone calls which weren't tracked in any automated system.
- Staff was not able to give faster turnaround time since every operation of communication was manual
- Lot of time for Backoffice staff was spent in communication with customer rather than handling actual Backoffice work
- Most important, timely pick-up and delivery of customer request is always matter of concern

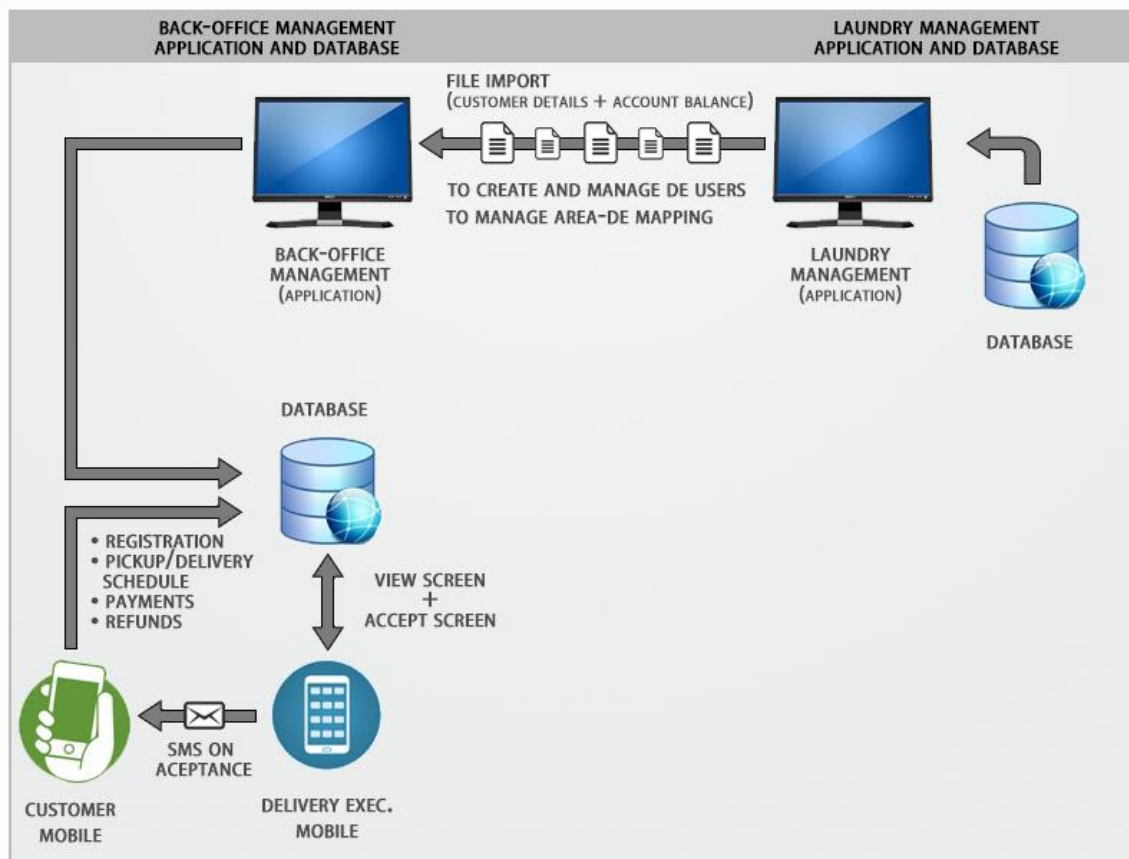
The Our Approach

We provided 3-fold solutions in form of Mobile app for customers, Mobile app for staff, and Backoffice web application for administration purpose. Below are the details for each:

- Mobile app for Customers
 - Customer can register themselves either by using their facebook account or they can create totally new account

- They can schedule pickup of laundry at any time for given timeslots for next two days including current date.
 - Pickup request will be confirmed by clients zonal manager and accordingly notification will be sent to customer
 - Customer can cancel the requested pickup
 - Customer can have option to schedule alternate timeslot for pickup
 - If customer's pickup request is confirmed or pending for confirmation, it will be shown with different legends on the screen.
 - Various packages are provided to customer that they can purchase directly from this app and their account balance will be maintained after every pickup request.
 - They can also check their account balance from mobile app itself
- Mobile app for staff
 - Here two type of users can use this app
 - Zonal Manager and actual delivery executive (DE).
 - Zonal Manager can only confirm the pickup request and assign it to available DE during requested or confirmed slot
 - DE will be notified about the assignment
 - Once DE picks up laundry, DE needs to mark that request as picked up and notification will be sent to customer as well as zonal manager
 - Zonal manager can see all the pickup request scheduled/confirmed and yet to be confirmed
 - DE can see only request that are assigned to him/her
- Backoffice system

- To manage administrative activities at back office
- Configuration
- Reporting
- Integration with 3rd party for current process management



Successful outcomes and results

Following are the features of our solution:

- All systems mentioned above are robust
- With customer mobile app it become easy for customer to book their laundry pick at any time and from anywhere
- Trust has built between customer and client than in the past due to transparency in communication via mobile app
- With the mobile app given to staff, productivity has increased as communication become seamless and faster

- Tracking of staff productivity become more easier
- Money transaction tracking becomes easy resulting in less turnaround time
- All the data is maintained at centralized location, which helps faster consolidation of data
- CRM process has become very flexible and easy as all the required information is available from Backoffice Application
- Our team is always available for any technical support

Technology used

- ASP.NET 3.5 with C#
- Microsoft SQL Server 2008R2
- .Net Web services
- Payment gateway integration (PayU)
- Android on Java