BAM HUB platform workflow

User Types

1. Buyers
2. Clients

Future Types

1. Employers

The BAM Hub is a 2 sided marketplace for creative artists, builders, makers, costume designers, programmers and more to connect with customers (individuals and businesses) This model is demonstrated well, within existing sites such as www.freelancer.com.au and Upwork.com

As an MVP the below tier 1 will essentially be our first goal. However, depending on seed investment we may launch a tier 2 MVP which will include another level of complexity. This second tier will have integrations with our brick and mortar business. An explanation of the two tiers follows.

Tier 1 (MVP) No Brick and Mortar Facilities

**Buyers**

Submitting Jobs

Buyers will be able to submit a job to BAM Hub in one of the following two ways.

OPTION 1

1. Submit a job for multiple quotes based on categories. (<https://www.bamhubstudios.com/select-a-level-of-service>)
   1. Independent Creatives
   2. Resident Creatives
   3. note: No managed services in this model
2. Select a region requirement. (<https://www.bamhubstudios.com/region-select>)
   1. Global
   2. National
   3. Local
3. The job submission process will involve collecting a variety of important information to ensure a clear understanding between customer and client. Depending on the required discipline or trades selected, more specific information will be required in order to submit the job. See the spreadsheet model. <https://docs.google.com/spreadsheets/d/11dG_x99kYx7gP5z7700cPa-tcYk8du8paPVaSp6wHJI/edit#gid=1499103699&range=B8>
4. The customer will need to select a period of time they would like to have the job open for quoting, as well as the maximum number of quotes. During this time period, all quotes will be held until the quoting period has elapsed or the maximum number of quotes has been reached. This helps to ensure fair and thorough quoting. <https://www.bamhubstudios.com/submit-a-project> This process should be broken up into manageable pieces. For example a progress slider, like when completing OH&S training. With a much more inspiring look and feel of course :-(
5. At the final submission stage, the customer has the option to browse the client base and notify up to 5 clients that they would be particularly interested in receiving a quote from them.
6. The customer will then be able to choose the quote they wish to go with. They will be able to browse the profiles of those clients who have replied, as well as any collaborators. Offering an opportunity for last-minute communication before the customer commits.
7. This is the first time money will change hands. The quotes will include the booking fee. At this stage estimating 1%-2% with a cap at $50. Progress payments are predetermined based on industry and job type.

We are currently collecting this data from trades and artists based on ideal practices. Payments from the customer will likely be taken in advance and released once progress milestones are reached.

1. Once the job has started, customers will be able to check the job status online. Predetermined progress reporting will be monitored according to the schedule set out in the client’s quote. The client will receive automated reminders of required progress updates, at which time they take photos and provide a brief update. The customer has an opportunity to provide feedback. However, any “Changes” can only be made at set Review Points. Additional changes will incur additional fees. Such fees are set out in the initial quote and are proportional to the value of each particular progress payment. Previous stages have already been approved and can not be changed.
2. Completion of work, final payment and delivery. This, I am still not 100% decided on yet. I am fairly sure we need to have an approved BAM Hub freight provider with which our clients can schedule freight. The freight pricing is based on the customers’ initial description and is included in the original quote. Prices are from door to door. Pick up and delivery.
3. The client and customer will both give each other ratings and feedback. The feedback can be made public by the recipient. The ratings are used for internal use only!

OPTION 2

1. The Customer can simply contact a client and submit a job to them directly. This is more likely to be used if a customer particularly likes the unique style, skill or method of a client.

**Clients**

Creating profiles

Clients create free profiles of which they can upload work experience and history. If they are applying for immediate Residency, they will need to be verified by at least 2 existing Resident Clients, and approved by BAM Hub. Alternatively, if they can verify their experience via social media references. (perhaps they can send messages to friends and colleagues on social platforms to verify their experience). Once registered and their portfolio of work is uploaded their account is live. Clients will not be able to add photos of work done outside of bam hub once completed. Only listings of work experience in their bio and links to their social media platforms.

Clients should be able to “clan up” and form working groups or “micro-studios”. This might also be a browsable filter for customers. (need to think about the possible impact of exclusion of clients not in Micro-Studios).

Quoting Jobs

1. Clients will be able to browse jobs available to them based on their location and registered skill set.
2. Clients will also have a notification panel alerting them of direct requests for quotes from either customers or clients
3. When quoting for a job they will be able to open the job and view all available information. If they decide to continue based on the specific information included in the job sheet a quoting from will be generated for the client to fill out. see the spreadsheet <https://docs.google.com/spreadsheets/d/11dG_x99kYx7gP5z7700cPa-tcYk8du8paPVaSp6wHJI/edit#gid=840539142&range=B2> this form will guide them through a full detailed quote for that exact job.
4. During the quoting process, whenever a unique skill set is required for a process the client has the option to request a quote from another client to complete that piece of work. Unless a digital process, this will always need to be quoted “local” to the client. Direct requests to specific clients will also be an option.
5. Based on the type of work the client will need to set the outline of the working relationship.