

Overview

SRV (Serbisyo, Rito, Valid): Your Local Service Connection in Baguio



What is SRV?

- SRV is a progressive website application designed to act as a centralized digital marketplace connecting Clients seeking various services with independent, local freelance Service Providers, initially focusing on **Baguio City Philippines** (for the first years of the application).

The Problem It Addresses:

In Baguio, finding trustworthy and skilled help for everyday services—like electricians, plumbers, tutors, event assistants, or errand runners—is often frustrating and unreliable. Both **Clients** and **Service providers** face challenges

Clients often struggle with:

- **Heavy reliance on Facebook Groups** to find service providers, which often leads to overwhelming choices with little to no verification.
- **Limited access to available and nearby providers**, especially during urgent situations.
- Trusting the credibility and competence of freelancers found through informal channels (like social media).
- **Lack of clear communication**, standardized pricing, and reliable reviews.

Service Providers face difficulties with:

- **Getting noticed** is difficult due to the crowded nature of Facebook marketplaces and groups.
- **Dependence on word-of-mouth** and inconsistent online exposure limits business growth.
- **No centralized platform** to manage bookings, showcase credentials, or collect verified feedback.

The Solution: How SRV Works

SRV aims to bridge this gap by providing a user-friendly platform where:

- **Clients can easily discover, compare, and book** a wide range of local Service Providers based on their needs, location, ratings, and provider profiles.
- **Service Providers can showcase their skills**, manage their availability and bookings, and build their reputation through verified user feedback.

Key Features:

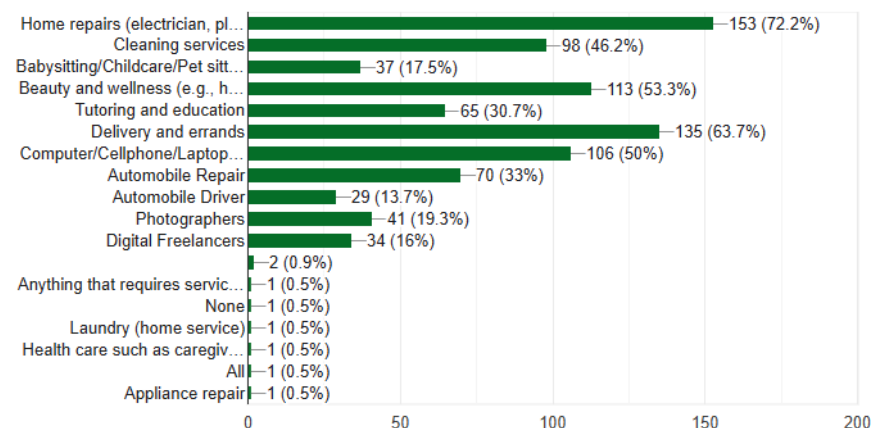
- **Service Discovery:** Browse categories, search for specific services, or view providers on a map.
 - Initial List of Service Providers:
 - Home Repairs
 - Automobile Repairs
 - Gadget and Appliance Technicians
 - Cleaning Services
 - Beauty Services
 - Delivery and Errands
 - Tutor

Which services would you, or your family members, likely use from the app that we just mentioned? (Select all that apply)

 [Copy chart](#)

*Anong mga serbisyo ang madalas na kinakailangan niyo na sa tingin niyo ay gagamitin niyo sa nabanggit na aplikasyon?

212 responses



- **Provider Profiles:** View details about Service Providers, their skills, service offerings, pricing packages, and potentially verified credentials (KYC).
- **Booking System:** Request services, set schedules and locations.
- **Ratings & Reviews:** Clients can rate and review completed services, helping build trust and accountability within the community. Providers can view and respond to feedback.
- **Payment Facilitation:** Currently, the platform focuses on facilitating cash between Client and Provider, offering features to confirm job completion within the app.

Tech Stack

- **Next.js:** Used in building the user interface and handles all user interactions, rendering pages and sending requests to the backend canisters. It also manages user authentication via Internet Identity.
- **Motoko:** Runs on ICP as backend canisters, storing data and enforcing business logic such as bookings, user profiles and reviews securely and decentralized.
- Tailwind:

Competitors in the Philippines

1. GoodWork.ph

- **Overview:** GoodWork.ph is an online marketplace that connects clients with service providers for various tasks, particularly home and office services. It focuses on providing a reliable platform for hiring professionals for cleaning, repairs, and other service-oriented jobs.
- **Features:**
 - User-friendly interface for booking services.
 - Profiles of service providers with ratings and reviews.
 - A focus on quality assurance through vetted professionals.
 - Various service categories for easy navigation.

2. My Kuya

- **Overview:** My Kuya is a personal assistant service that connects users with trained "kuya" (brother) assistants who can help with a range of tasks, including errands, deliveries, and other personal services.
- **Features:**
 - Focuses on on-demand personal assistance, making it easy for users to request help for everyday tasks.
 - Emphasizes convenience and accessibility, allowing users to hire help for various personal needs.
 - A user-friendly mobile app for easy booking and communication.

Market Opportunity:

1. Growing Demand for Freelance Services

- **Rising Gig Economy:** The gig economy is expanding globally, with more individuals seeking flexible work arrangements. In Baguio, many people are looking for side jobs or alternative income sources.
- **Diverse Service Needs:** Consumers increasingly prefer convenience and variety in services. Many traditional service categories (e.g., home repairs, tutoring, personal assistance) remain underserved, particularly in less urbanized areas.

2. Untapped Rural Market

- **Limited Access to Services:** Many barangays and rural communities around Baguio face challenges accessing reliable home services due to geography and limited infrastructure. **SRV** can bridge this gap by connecting users with local service providers, making it easier for residents to find reliable help.
- **Community-Centric Approach:** By focusing on local freelancers and services in Baguio, **SRV** can foster community engagement, building trust among users and providers.

3. Technology Adoption

- **Increasing Smartphone Penetration:** Baguio and neighboring municipalities have seen a rise in smartphone penetration, enabling more residents to easily access web-based platforms on their mobile devices. This presents an opportunity to reach a broader audience through a mobile-responsive web app.
- **Growing E-Commerce Trends:** With more locals embracing e-commerce and digital transactions, the population is increasingly open to booking services online, creating a favorable environment for platforms like **SRV**.

4. Potential Partnerships

- **Collaborations with Local Governments:** Partnering with Baguio local government units (LGUs) can help promote **SRV** as a trusted platform for accessing services in rural areas.
- **Tie-ups with Local Businesses:** Collaborating with local businesses and organizations can enhance service offerings and expand reach.

Approval from the public:

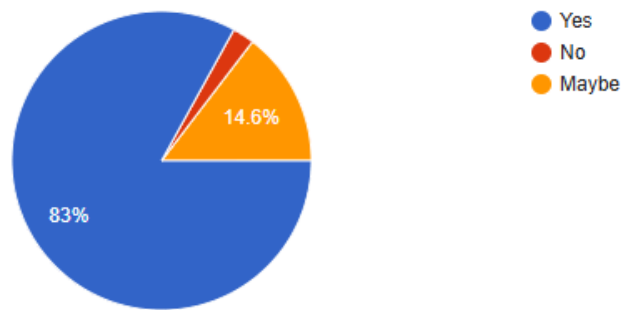
Potential Customers

Would you want an app that lets you find and book for all types of local services in one platform?

 [Copy chart](#)

*Gusto mo ba gumamit nang aplikasyon na tutulungan ka maghanap at mag iskedylul para sa lahat ng klase ng serbisyo na local?

212 responses

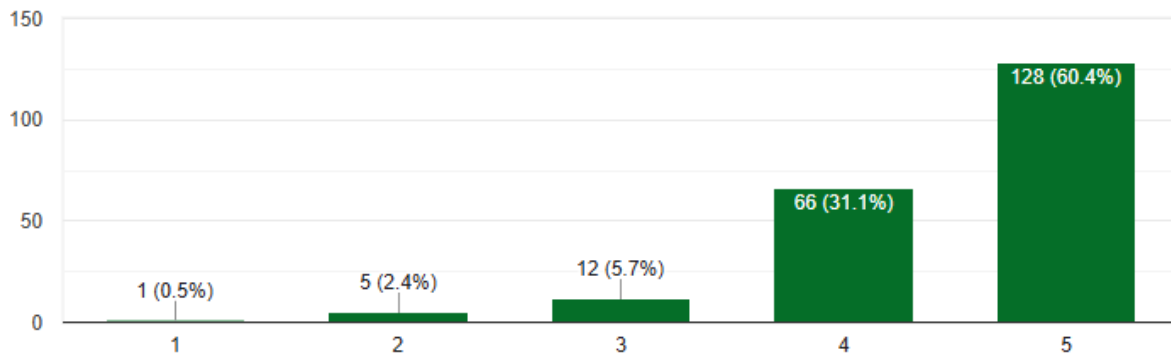


On a scale of 1-5, how helpful would it be to have one app where you can find all these services?

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*Sa sukat na 1-5, gaano makakatulong ang pagkaroon nang isang app kung saan mo mahahanap ang lahat ng serbisyong ito?

212 responses



Service Providers

Would you want to use an app that allows local service providers like you to connect more to potential clients, with additional features such as booking and payment management?

 [Copy chart](#)

**Gusto mo bang gumamit ng aplikasyon para sa mga nagbibigay ng serbisyong lokal, gaya mo, upang makahanap ng mas madami pang kliyente na mayroon ding pamamahala sa mga kabayaran at booking?*

107 responses

