<center>**Online Computer Services and Solutions**</center>

1. **Introduction**
   a. **Brief Idea**

   The main Idea of the Website is to act as a middleware between the Computer repair and services solutions providers and the customer. Many issues that are faced by customers while using the computers can be solved using remote technical support but most of times customers have to visit Laptop Service centers which results in higher costing and time consuming. This website will enable customers to create requests to connect to authorized service providers so that problems can be solved Remotely and at the same time customers can place orders for spare parts to be delivered at their door or request in person service for issues which cannot be solved remotely.

   b. **Goals**
      i. Create a website where customer and Service providers can connect with each other.
      ii. Help Customers to place Request for remote support or in person repair support.
      iii. Help Service providers to earn money through portal
      iv. Help Customer to order spare parts as required.
      v. Get better services at lower cost and save time of customers.
   c. **Benefits**
      i. Get remote support assistance to Organizations Computers and Customers at Lower costs.
      ii. Faster Service with a Turn around Time Policies.
      iii. Products availability.
      iv. Drive business for service providers.
      v. Create a Tie Up between Organization and Service Providers
2. **Expected List of Features**

| Features | Justification |
|---|---|
| End User Registrations | Registration to identify the user and track the activity |
| Request Service by Customer | To Raise a Service Request in the system so the service providers can know who needs the service. |
| View Active Requests | To make the current active requests viewable by service providers made by customers. |
| Track Service Request. | Track a Particular Request current status by Customer. |
| History of Requests | Previous Requests History made by customers. |
| History of Services Provided. | History of services provided by Service Provider |
| Payments History | Payments History for both customer and service provider. |

| Ordering System | Customer able to place orders for laptop parts |
|---|---|
| Administrator View(CRM) | View Daily activities in System |
| Customer Support System | Customer Support through Email and Call |

3. **Market Survey**
   a. **Do a survey of the Web to find about five web sites that might have similar ideas as yours.**
      i. https://www.laptopserviceinhome.in/
      ii. http://www.razainfotech.in/
      iii. https://adofix.com/shop/ols/products/computer-repair-laptop-repair
      iv. https://www.secure2pc.com/index.html
      v. https://www.ifixit.com/Device/PC
   b. **Briefly compare the features of these applications with your application idea.**

| srno | Points of Comparison | Proposed Website | Website1 | Website2 | Website 3 | Website 4 | Website 5 |
|---|---|---|---|---|---|---|---|
| 1 | Approach of Website to User for Request | Using Login System and then Accepting Service Requests Online | Using General Contact us / Inquiry Form. | Using General Contact us / Inquiry Form. | Using General Contact us / Inquiry Form. | Using General Contact us / Inquiry Form. | Using General Contact us / Inquiry Form. |
| 2 | Traceability of Request | Request Tracking Systems | Email Intimation of query place thereafter no current day traceability for the inquiry | Email Intimation of query place thereafter no current day traceability for the inquiry | Email Intimation of query place thereafter no current day traceability for the inquiry | Email Intimation of query place thereafter no current day traceability for the inquiry | Email Intimation of query place thereafter no current day traceability for the inquiry |
| 3 | Order through System | Available | No only via calls | No only via calls | No only via calls | No only via calls. | No only via calls . |
| 4 | Ability for user to choose service provider | Yes | Service Provider itself hosting website for business. | Service Provider itself hosting website for business. | Service Provider itself hosting website for business. | Service Provider itself hosting website for business. | Service Provider itself hosting website for business. |

| 5 | Opportunities for Business to Service Providers. | More because multiple number of users can view multiple providers. | Less since they needed to be viewed by user over internet . | Less since they needed to be viewed by user over internet. | Less since they needed to be viewed by user over internet. | Less since they needed to be viewed by user over internet. | Less since they needed to be viewed by user over internet. |
|---|---|---|---|---|---|---|---|
| 6 | Benefit to User. | User do not need to visit multiple websites to get service done | User may have to visit manually to website to understand whether they can solve his problem. | User may have to visit manually to website to understand whether they can solve his problem. | User may have to visit manually to website to understand whether they can solve his problem. | User may have to visit manually to website to understand whether they can solve his problem. | User may have to visit manually to website to understand whether they can solve his problem. |

c.

4. **References**

    a. **Give the links to the websites relevant to your idea, that you listed in the section above.**

        i. Quikr.com →Connecting Buyers and Sellers
        ii. Naukri.com →Connecting Employers and Employees
        iii. urbanclap.com →Connecting service providers with customers
        iv. Amazon.com →Ordering system and user activity tracking
        v. Filpkart.com→Ordering system and user activity tracking.

**Above are some of the websites which match the features I've mentioned so that the laptop service support can be made more smoother.**