



Avenger Online Home Service

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System request

Project sponsor: Safwat Sufia, CEO, BRAC IT Department

Business need: Today's consumers want to simplify and save time. Online Home Service makes requesting and scheduling home services easier, saving consumers time and effort. The Online Home Service initiative links homeowners with home maintenance and repair service providers. The website helps consumers identify trustworthy service providers, book appointments, and pay online. Poor home service providers may cost homeowners money and cause difficulties. Online Home Service can screen and rate service providers to ensure consumers get trustworthy and experienced personnel. Online Home Service streamlines the home services supply chain by centralizing service requests, appointments, and payment processing. This saves homeowners and service providers time and money.

Business requirements:

- The system should allow users to easily create and manage their profiles, including personal information, service requests, and service provider preferences.
- The system should allow service providers to easily register and manage their profiles, including service offerings, pricing, and availability.
- The platform should allow users to easily submit and manage service requests, including the type of service needed, the location, and the preferred time and date.
- The system should offer users service requests with appropriate service providers based on geography, availability, and service ratings.
- The system should provide a scheduling system that allows users and service providers to easily schedule and manage appointments.
- The system should be accessible through a mobile app to provide users with the ability to easily request and manage home services on-the-go.
- The platform should support Bengali as a language to expand the customer base.
- The system should provide a secure and efficient payment processing system that handles transactions between users and service providers, including invoicing, payments, and refunds.

- The system should offer a referral system that encourages users to refer their friends and family to the platform by providing discounts or other incentives.
- The platform should offer subscription-based services, allowing customers to purchase a bundle of services and receive discounts.
- Users should be able to rate and comment on the services they use on the platform, which will help consumers choose service providers and progressively raise the quality of services.
- The platform should include reporting tools that let the business keep tabs on important figures like revenue and user engagement.
- The system should include customer care and support, such as a help desk, FAQs, and user forums, to guarantee that customers have a good experience and that any problems are fixed promptly.

Business value:

Intangible Value:

- Customers can browse and select from a wide range of service providers based on their ratings, reviews, and pricing, increasing the likelihood of finding a suitable service provider.
- Customers can easily access a variety of home services from a single platform, without the need to physically search for service providers.
- Customers can rely on a trusted platform that ensures the safety and security of their personal information and payment transactions.
- Customers can compare and select service providers based on their pricing, ratings, and reviews. They can also see the total cost of the service before booking, ensuring that there are no hidden costs.
- The system ensures that all service providers are verified and have a good track record, so customers can have peace of mind knowing they're getting quality services from reliable providers.

- The system can automate many operational tasks, such as scheduling appointments, processing payments, and handling customer feedback, which can lead to a more streamlined and efficient operation.
- The system can increase the customer lifetime value of its users, leading to increased revenue over time.
- Service providers can promote their services to a wider audience, reaching potential customers who might not have otherwise known about their services.
- Service providers can manage their services, availability, pricing, and reviews through the system, making it easier to streamline their operations and optimize their services.
- Online Home Service's platform can provide increased operational flexibility for service providers, allowing them to schedule appointments more efficiently and manage their workload more effectively.
- Service providers can easily receive payment through the system, without the need for manual payment collection.
- This system can give a home services business a competitive advantage in a crowded market.
- Service providers can improve their reputation by receiving ratings and reviews from satisfied customers, which can attract new customers.
- By providing a convenient and accessible platform for customers to find and book services, a business can stand out from its competitors and attract more customers.
- The system should help businesses to reduce their operational costs by automating certain tasks, such as scheduling and invoicing.
- The system can help to reduce administrative overhead and free up staff time for more productive activities.
- The system can provide customers with transparent pricing and service information, which can help build trust and increase customer loyalty.

Tangible Value:

- It is expected to reach a 35% market share by the end of the year.
- The system is expected to reduce the operational cost of businesses by as much as 55%.
- 90% reduction in time finding a home service due to the system's efficiency.

- Service providers productivity to increase up to 35%.
- Reduction of operational cost by 25%.

Special issues or constraints:

- System needs to be in time for the Bengali new year.
- Ensuring consistent service quality will be a challenge, as the system relies on third-party service providers.
- Acquiring customers can be a challenge, particularly in the early stages of the system when it is not yet established.
- Users will need NID verification to log in.
- Users and service providers will need access to the internet to access the system.
- Service providers need to be adept at using the technology.