

Fixit: AI-Powered Household Services Platform

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(TASK-0)

Problem Statement

Household maintenance and repair services are often inefficient and unreliable. Customers struggle to find skilled professionals, get transparent pricing, and ensure timely services. Service providers face challenges in reaching customers, managing schedules, and securing payments. This market fragmentation leads to a poor customer experience and missed business opportunities.

LACK OF TIME AND SKILL

In most cities, many times citizens found it difficult to fix common household problems such as plumbing, carpeting, electricity problems etc. due to the unavailability of people with the required skillset

LACK OF PLATFORM

Lack of platforms to connect skilled people to customers who want their household problems to be fixed.

LACK OF TRUST

In addition to the difficulty in finding skilled professionals, customers also face the challenge of trusting the quality of work done by the professionals they hire. With no standard rating system or a reliable platform to find reviews, customers are often hesitant to hire professionals.

INEFFICIENT MARKET

The market for household services is inefficient, with professionals struggling to find customers and customers struggling to find skilled professionals. This leads to a lot of missed opportunities and lost revenue for both parties.

LIMITED OPTIONS

Customers often have a limited number of options when it comes to finding skilled professionals. This leads to a lack of competition, which can lead to higher prices and lower quality of work.

UNORGANIZED MARKET

The market for household services is largely unorganized, with no standard pricing or quality standards. This makes it difficult for customers to compare services and prices, leading to confusion and frustration.

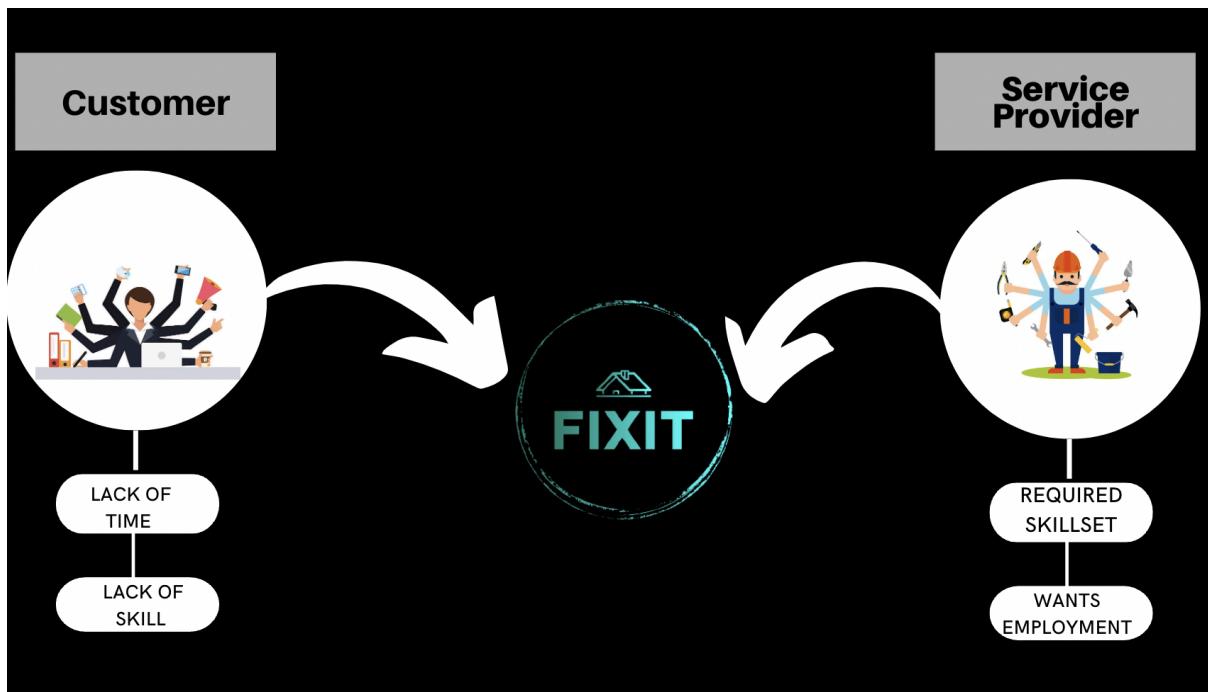
. Market/Customer/Business Need Assessment

The household services market is vast and largely unorganized. Homeowners, property managers, and renters frequently need reliable service professionals for repairs and maintenance. There is a significant demand for a centralized platform that can provide trustworthy professionals, transparent pricing, and timely services

Target Specifications and Characterization

Customer Characteristics:

- Homeowners: Seeking reliable maintenance and repair services.
- Property Management Companies: Managing multiple properties needing regular maintenance.
- Renters: Looking for quick and trustworthy household fixes.
- Service Providers: Skilled professionals such as plumbers, electricians, carpenters, and handymen looking for more job opportunities.



External Search

References:

- Market research reports on household services.
- Analysis of platforms like TaskRabbit, UrbanClap, and Angie's List.
- Articles on AI applications in service industries.
- Government and industry publications on market regulations and standards.

Links:

- [TaskRabbit](#)
- [UrbanClap](#)
- [Angie's List](#)

Relevance of our product

Centralized platform

Our product could provide a centralized platform for customers to find skilled professionals for their household problems. This would make it easier for customers to find professionals without having to spend a lot of time searching and comparing services.

Quality control

Our product could include a rating system that allows customers to rate the quality of work done by professionals. This would help to build trust between customers and professionals, and encourage professionals to provide high-quality services.

Efficient scheduling

Our product could include a scheduling system that allows customers to easily schedule appointments with professionals. This would reduce the time and effort required for both customers and professionals to schedule appointments, making the process more efficient.

Wide range of options

Our product could provide a wide range of options for customers to choose from when it comes to finding skilled professionals. This would increase competition in the market and lead to better prices and quality of work.

Transparent pricing

Our Product could provide transparent pricing for services, making it easier for customers to compare prices and services across different professionals. This would create a more organized market and help customers make informed decisions.

HOW AI ML IS GOING TO HELP

1. Personalized Recommendations:

- Solution: AI/ML recommends the best service professionals based on customer profiles, service history, and ratings.
- Implementation:
 - Data Collection: Customer preferences, service history, ratings.
 - Model: Collaborative filtering or content-based filtering.

2. Dynamic Pricing and Demand Forecasting:

- Solution: AI/ML dynamically adjusts prices and forecasts demand based on historical data and external factors.
- Implementation:
 - Data Collection: Historical pricing, demand patterns, external factors.
 - Model: Regression models.

3. Automated Scheduling and Dispatching:

- Solution: AI/ML optimizes scheduling and dispatching of professionals to minimize travel time and maximize efficiency.
- Implementation:
 - Data Collection: Professional availability, job locations, job duration.
 - Model: Optimization algorithms.

4. Virtual Diagnostic and Support:

- Solution: AI/ML with AR analyzes images/videos of household issues to provide initial diagnostics and support.
- Implementation:
 - Data Collection: Images/videos of household issues.
 - Model: Computer vision models.

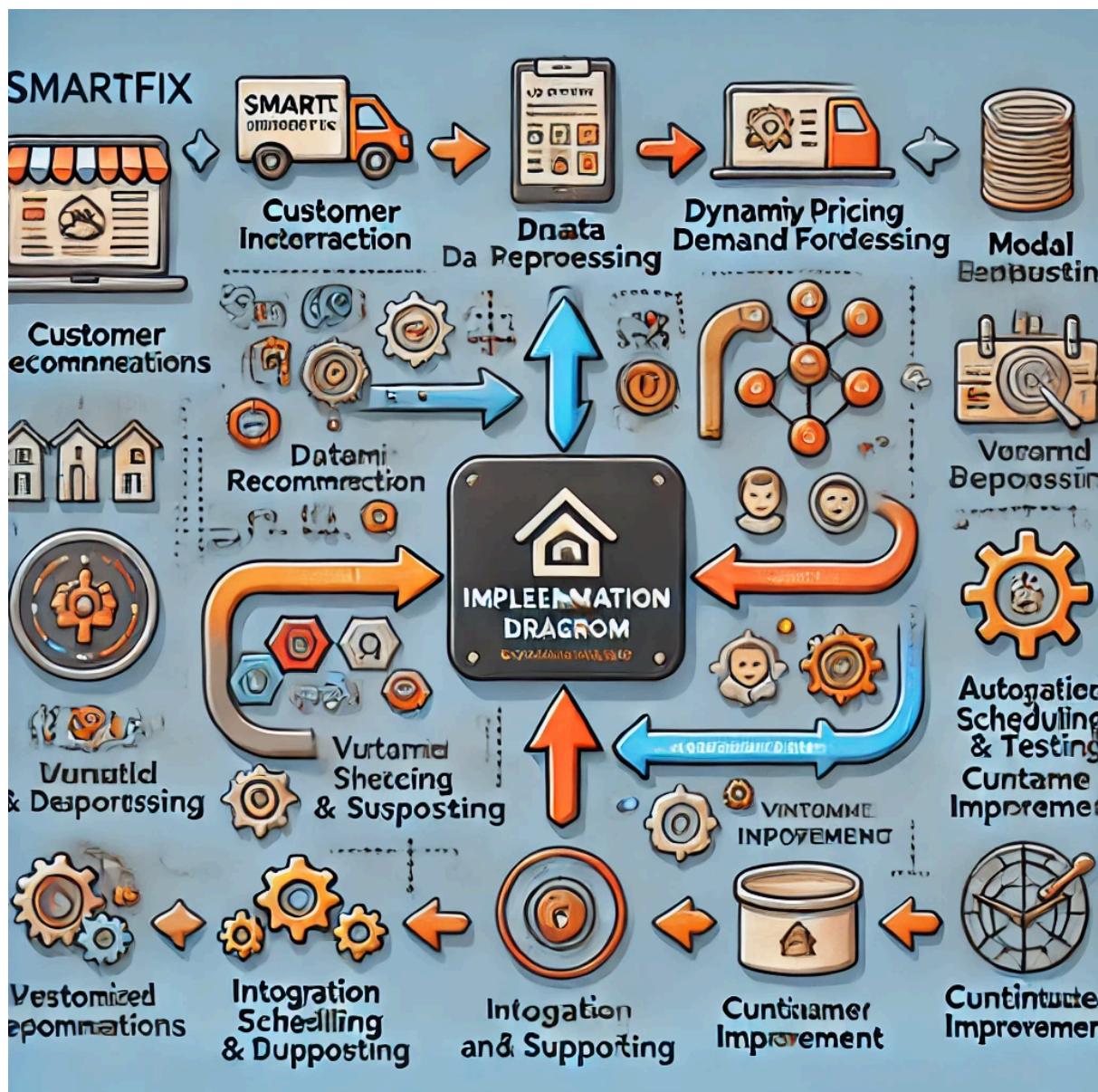
5. Customer Sentiment Analysis:

- Solution: AI/ML analyzes customer reviews and feedback to determine sentiment and identify improvement areas.
- Implementation:
 - Data Collection: Customer reviews and feedback.
 - Model: NLP models.

Implementation Plan

1. Data Collection: Gather data from customer interactions, service histories, pricing, and feedback.
2. Data Preprocessing: Clean and preprocess data, perform feature engineering.
3. Model Development: Develop and train AI/ML models for recommendations, pricing, scheduling, diagnostics, and sentiment analysis.
4. Integration and Testing: Integrate models into SmartFix platform, conduct testing.
5. Deployment: Deploy models, monitor performance, and adjust as needed.
6. Continuous Improvement: Collect new data, retrain models, gather user feedback.

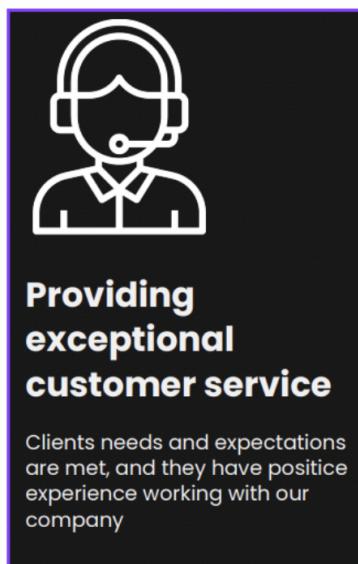
IMPLEMENTATION DIAGRAM



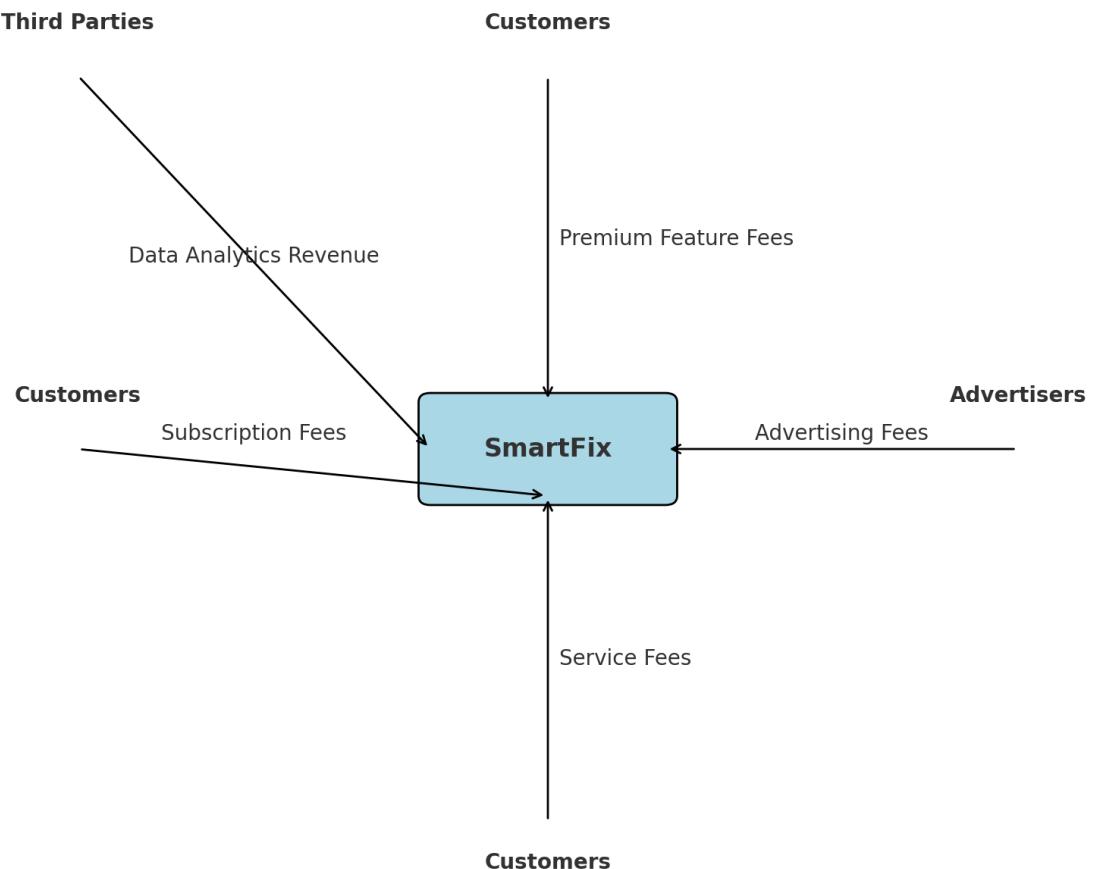
Market segmentation



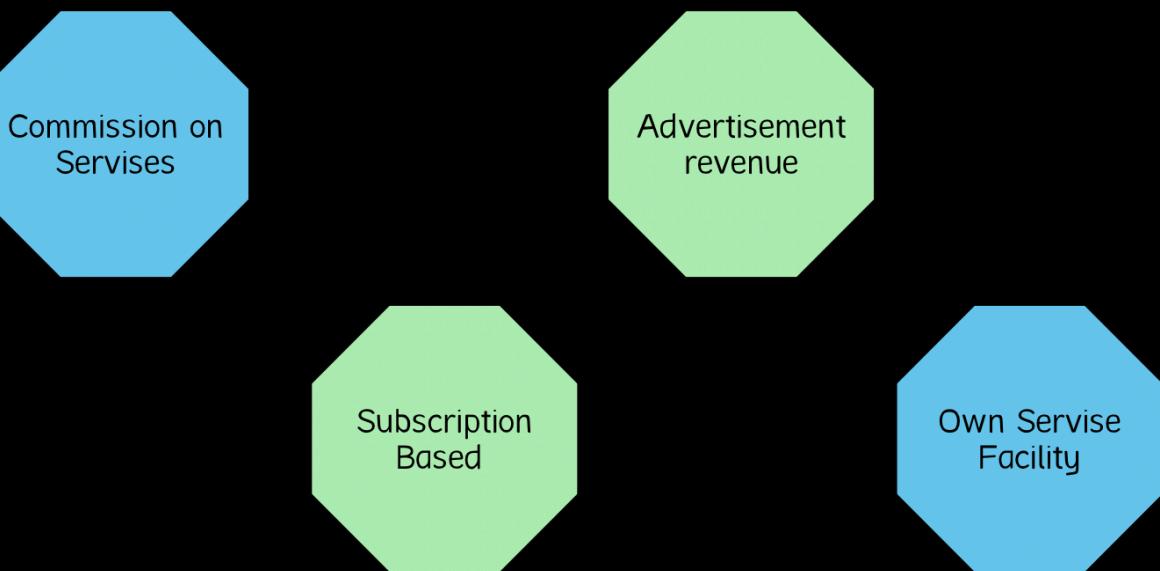
OUR MISSION



Revenue system



REVENUE ESTIMATION



Competitive Edge

	In India	Freelance Tutoring	Filter Based on Location	Virtual consultation
FIXIT	✓	✓	✓	✓
Urban Company	✓	✗	✓	✗
TASK RABBIT	✗	✗	✓	✗
ANGIE' LIST	✗	✗	✗	✗

SWOT ANALYSIS

S	W	O	T
STRENGTHS	WEAKNESSES	OPPORTUNITIES	THREATS
<ul style="list-style-type: none"> Innovative features such as machine learning-powered recommendations, and blockchain-enabled payments can set the product apart from competitors. The user-friendly interface and comprehensive search filters can make it easier for customers to find the right professional for their needs. 	<ul style="list-style-type: none"> Hard to find initial investing Challenges in attracting enough skilled professionals to the platform to meet customer demand. Difficulty establishing itself as a trusted and reliable platform in the eyes of customers and professionals The problem in identifying professionals. 	<ul style="list-style-type: none"> The growing trend towards digital solutions for home services could provide an opportunity for the product to gain market share and grow its customer base. The product could expand into new geographic regions or service areas to reach new customers and increase revenue streams. 	<ul style="list-style-type: none"> Economic downturns or other unforeseen events could affect demand for home services, which could, in turn, affect the product's revenue and growth potential. Some Professionals can misuse this platform to earn more revenue.

OFFICIAL CHANNELS



Facebook

FIXIT



Instagram

@Fixit



Twitter

@Fixit_care_4_U

Conclusion

Fixit aims to revolutionize the household services market by providing a reliable, efficient, and user-friendly platform. By leveraging AI for personalized recommendations, blockchain for secure payments, and

AR for virtual consultations, SmartFix addresses key market inefficiencies. The subscription-based and commission business models ensure affordability and accessibility, making it a viable option for small to medium-sized businesses. This innovative approach will enhance customer satisfaction and provide more job opportunities for skilled professionals, creating a win-win solution for all stakeholders.