

Process Flow – AS-IS & TO-BE

BA Case Study: Transparent Construction & Home Services Platform (Conceptual)

AS-IS Process Flow (Current State)

Objective

To understand the existing service booking and delivery process and identify inefficiencies, manual dependencies, and failure points.

AS-IS Process Steps

1. **Customer Identifies Service Need**
The customer requires a home service (e.g., plumbing, electrical repair).
2. **Service Provider Search (Manual)**
Customer searches for local service providers through word-of-mouth, phone calls, or online listings.
3. **Manual Booking & Coordination**
Customer contacts the service provider directly to check availability, pricing, and service scope.
4. **Unconfirmed Availability**
Service provider verbally confirms availability without real-time scheduling visibility.
5. **Service Execution**
Service provider visits the customer location and delivers the service.
6. **Payment & Closure (Informal)**
Payment is handled offline, and there is no structured service completion confirmation.
7. **No Feedback or Tracking**
Customer feedback, service quality, and partner performance are not formally recorded.

AS-IS Pain Points Identified

- High dependency on manual communication
- No visibility into service availability or partner reliability
- High cancellation or no-show rates
- No standardized pricing or service tracking
- Lack of performance data for business decision-making

TO-BE Process Flow (Future State)

TO-BE Process Steps

1. **Customer Initiates Booking via Platform**
Customer selects the required service category through a centralized platform.
2. **Service Details & Slot Selection**
Customer provides service details and selects a preferred time slot based on real-time availability.
3. **Automated Partner Assignment**
The system automatically assigns a suitable service partner based on availability, location, and rating.
4. **Booking Confirmation**
Customer and service partner receive booking confirmation notifications.
5. **Service Execution & Status Updates**
Service partner performs the service and updates job status through the platform.
6. **Service Completion Confirmation**
Customer confirms service completion via the platform.
7. **Feedback & Rating Collection**
Customer provides feedback and rates the service partner.
8. **Data Capture & Reporting**
Booking data, service outcomes, and ratings are stored for analytics and performance monitoring.

TO-BE Improvements Achieved

- Reduced manual coordination through automation
- Improved booking reliability and partner accountability
- Real-time visibility into service status
- Structured feedback loop for quality improvement
- Availability of operational and performance data