

Power Equipment Online Scheduling Project Proposal

We are developing a Power Equipment scheduling service for the repair industry. The fully operational website will facilitate communication between the customer and their repair center. The site offers convenience to the customer and allows the repair center save time and resources.

Problem: Many people increasingly cut their own grass either for joy or economics. Owning power equipment does have multiple downsides. Power equipment is subject to mechanical failures which can require the need of a professional service technician and facilities for repair or service. Units are often heavy and difficult to transport often requiring special tools, trucks, lifts, or a trailer which most people do not possess. Repair shops are very busy in season. Repairs and estimates require appointments for service due to high demand and limited space and manpower. The potential target audience serves all those without the physical resources or time to handle this often-critical service especially during the spring and summer when lawns need weekly maintenance.

Idea: Create a website that allows customers several options that would help them schedule their repair service. The website would also allow the businesses to screen work, pair specialist technicians with repairs, and efficiently process the repair queue.

Users arrive at a sign in page. The user has options to sign in as a guest or create an account and sign in. The user also enters some basic information about their equipment and the problems they have or the services needed. There the user is presented with four options for service.

Options include.

1. Schedule to have a technician come out and evaluate the repair. This is the most basic service offered and it involves the user requesting a window of time that the business has open for a mobile estimate.
2. Customer types in their unit along with more detailed services they wish to have done. A rough estimate is then generated. The user can then agree to terms and schedule a pickup.
3. Schedule a pickup. If the unit meets the minimum specifications.
4. Schedule an onsite repair. This option would only be offered for basic services. With the information provided , a mobile technician could then perform services onsite. An estimate would be generated.

All options would include a prepaid charge or deposit.

Team Members: Kyle Bush and Greg Kessler.

Greg Kessler is a senior in computer science at UNO. He has a B.S. in Finance from LSU. He currently owns Eastbank Cyclery and Eastbank Outdoor Power. He opened both in 1991. He has extensive knowledge of the repair industry focusing on Bicycles and Outdoor Power. He is also a Master Service Technician for several major brands of Power Equipment.

