**Introduction**

**Executive Summary**

TechFix is an online solution offering technician and services to everyone. This

solution should offer a great number of technicians in all fields. It should offer experienced technicians for different regions in a fast and safe way. TechFix can be used by everyone like landlords, housewives, employers and even technicians themselves. TechFix can

be viewed on any computer, mobile or tablet. TechFix should be considered as a helpful tool for any crises happening within your area or company.

**Document Overview**

This document introduces TechFix product study plan. It introduces general description, technical description, development plan, operation plan and marketing study.

**Business Objectives**

● Offer easy and effective online technician services.

● Offer huge database of contact information for various types of technicians.

● Offer an easy way of searching, selecting and contacting a technician.

● Offer an organized and secured way of profiling and interacting.

● Offer free and self-growing service to everyone.

**Background**

**Introduction**

Today, Online technician services is considered an efficient method because of its easiness and speed. It is also a free way to get accurate and reliable information. Almost all technicians

today, are holding cell phones and managing their work though them. Some of them may also get connected to the internet for many reasons. TechFix is offering them another reason to get connected to the internet where they can manage their work too and expand it, since it reduces both customer and technician time to reach each other.

Organizations can also find a new way to handle any problems happening in their infrastructure. Because of this, the problem is solved in less time. It also helps diminishing the need for service companies. Online technician services are very useful to learn, it is significantly important to individuals and companies to get the needed technicians and handle any problem in hand, saving the time and effort that is required to reach any workshop or search within your community for a good technician. Online technician services help the technicians to monitor their feedback and rating and keep eyes on their progress. The best use of this system is in houses and companies because it helps in solving any problem in the infrastructure and get the results in easy and an efficient manner. Until today contacting technicians was performed randomly, this required more chances to be successful.

Since the traditional methods have many drawbacks such as time consumption, difficulty in getting the required technician, and results are not accurate since the choices where limited. The chance of getting an unexperienced technician in the traditional methods was high, TechFix will assure you the experience of the technician through feedbacks and ratings, Limitation on a few numbers of technicians is not a problem when you use TechFix.

With the development of information technology and use it in an orderly and properly helps to

overcome the existing error in the traditional system. Online technician services save the technicians information in a database, and this make it an easier way to get this information and technicians can add their information too, also customers can recommend technicians in a totally automated system.

**Survey**

Many different researches have focused on the subject of an online technician services these works can be represented as following:

**Commercial Technician Services (CTS):** is proud to serve commercial kitchens across the Pacific Northwest region. They understand that open communication, trusted service, and quick results are critical for their clients. Their technicians are knowledgeable, highly skilled, and deeply committed to providing the highest quality of work and best solution possible to get your back in service. From brand new restaurants to supermarkets and school cafeterias, rest assured, no kitchen is too small or too large for them to support.

CTS provides installation, preventive maintenance, and service of hot- and cold-side food preparation equipment. Their technicians have an average of 10 years of experience in industrial kitchen equipment diagnostics and repairs.

They will help you get back up and running with world-class and timely service. With a preventive maintenance program, they can help reduce your overall costs by avoiding costly emergency repairs.

**SPIE:** in-house technicians are your contacts on the ground – in your building or in your property. In addition to carrying out all types of repairs and maintenance, their technicians also act as the interface to the suppliers and subcontractors that provide services in your building. They coordinate and monitor the service delivery and are your point of contact to all companies. their in-house technicians are not only your service provider – they are also members of your team. This is how they view themselves and their role.

Their technicians are responsible for ensuring the proper condition of the building or even an entire site. They carry out regular inspections of the technical systems and processes and of areas inside the property as well as the grounds.

**All World Machinery’s service:** team of engineers and technicians are committed to fast, cost-effective repairs and innovations for your mechanical setbacks. Whether from their 47,000 sq. foot service center or in the field, they have the capabilities to get your machine up and running again.

**FIXAWY:** holds special experienced craftsmen for Plumbing works - Electricity - Carpentry - Air Conditioning - Gypsum Board - Aluminum Works - Tiling Works - Painting Works and much more.

**TASKTY:** the first online home services market, owned and operated by Taskty company, their goal is to connect customers with the best service providers and offer them very special offers.

They offer various services including home cleaning, laundry cleaning, insect control, plumbing, carpentry, electricity, air conditioning, Aluminum works and more than 14 service in maintenance and home services. By dealing with a company that will include a secured workforce, excellent quality, competitive price.

Taskty is an Egyptian joint stock company registered with the Investment Authority

The company was established in 2012 with investments from different countries of the world and has succeeded in obtaining many awards locally and in the Arab world.