

FIXLY

" Convenience at Your Doorstep "

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Overview

Introduction

Fixly is more than just a service provider platform—it's a bridge connecting customers with skilled professionals for a variety of household and commercial needs. Designed with simplicity and efficiency in mind, Fixly offers an intuitive interface where users can easily book services, manage appointments, and communicate with service providers. Whether it's plumbing, cleaning, or technical support, customers can schedule services, monitor their progress, and share feedback. Meanwhile, service providers have the tools to manage their offerings, track schedules, and engage with clients. Our goal? To make professional services accessible, trustworthy, and hassle-free.

Fixly is a web-based platform tailored to create seamless connections between service providers and customers. Acting as a virtual marketplace, it allows professionals to showcase their services while customers can book appointments, make payments securely, and receive timely support. Key features include service listings, secure transactions, real-time communication, analytics, customer feedback mechanisms, and a robust rewards program. With its user-friendly design and powerful tools, Fixly redefines convenience, making service access effortless and reliable.

Problem Statement

Finding reliable, skilled, and trustworthy service providers remains a major challenge for both households and businesses. Customers often face difficulties in locating professionals who can deliver quality work at fair prices, and traditional methods such as word-of-mouth recommendations or unverified online searches lack transparency and assurance. This leads to uncertainty regarding service quality, scheduling conflicts, hidden costs, and limited communication channels.

On the other hand, service providers struggle to effectively showcase their skills, gain visibility, and build long-term trust with clients. Many professionals lack efficient tools to manage appointments, track their schedules, receive secure payments, and gather customer feedback. As a result, their ability to grow and sustain their services is limited.

The absence of a centralized, user-friendly platform creates inefficiencies, dissatisfaction, and missed opportunities on both sides.

Fixly addresses these challenges by acting as a virtual marketplace that bridges the gap between customers and service providers. It enables customers to book services with ease, make secure payments, track service progress, and provide feedback, while professionals gain access to tools for managing offerings, scheduling, client engagement, and analytics. With features such as real-time communication, secure transactions, customer feedback mechanisms, and rewards programs, Fixly ensures accessibility, trust, and convenience—making professional services seamless and hassle-free for everyone.

Target users

Customers (Households & Businesses)

- Individuals looking for quick, reliable household services (plumbing, cleaning, electrical, repairs, etc.)
- Businesses needing regular maintenance, cleaning, or technical support
- People who want transparent pricing, easy scheduling, and verified professionals

Service Providers (Skilled Professionals & Small Businesses)

- Independent professionals offering household or commercial services
- Small businesses that provide specialized services and want a platform to gain visibility
- Providers who need tools for scheduling, payment management, and customer engagement

Platform Administrators (Fixly Team)

- Responsible for overseeing user management, dispute handling, and ensuring smooth platform operations.
- Monitor feedback, performance metrics, and reward programs to maintain quality and trust.

Use Cases

Household Services

- A customer books an electrician for an urgent repair through the Fixly platform.
- A family schedules weekly home cleaning and earns loyalty points for repeated bookings.

Commercial/Business Services

- An office books IT support on a monthly contract and tracks invoices through Fixly.
- A small café schedules pest control and pays securely using Fixly's payment gateway.

Service Provider Growth

- A plumber lists new services with detailed pricing and availability updates.
- A cleaning service views analytics to identify peak booking times and improve resource allocation.

Booking & Payment Process

- A customer browses providers, compares pricing, schedules an appointment, and pays securely online.

FIXLY- Convenience at Your Doorstep

- Automated notifications remind both client and provider about the upcoming appointment.

Communication & Engagement

- A client directly messages the provider to confirm details before service delivery.
- Both parties receive real-time updates if a booking is rescheduled.

Feedback & Trust Building

- After service completion, the customer rates the provider and leaves a review.
- The platform highlights top-rated providers to increase visibility and trust.

Scope

The platform is intended to simplify service discovery, booking, payment, and communication while also providing service providers with tools to manage their business efficiently.

Customer Features

- Seamless user registration and authentication.
- Service browsing with detailed listings, pricing, and availability.
- Booking management: schedule, reschedule, and cancel appointments.
- Secure online payment integration with trusted gateways.
- Feedback, review, and rating system to ensure transparency.
- Participation in loyalty and rewards programs for repeat engagement.

Service Provider Features

- Profile and service listing management with descriptions, pricing, and availability.
- Appointment scheduling tools with calendar integration.
- Secure payment collection and transaction history tracking.
- Analytics dashboards for performance, revenue tracking, and client feedback.
- Communication tools to engage directly with clients.
- Business insights for growth and decision-making.

Platform Features

- Real-time communication and notifications.
- Resource sharing tools for documents, guides, and instructions.
- Support services: FAQs, help desk, and live assistance.
- Rewards and loyalty system to enhance customer retention.
- Transparent review and rating mechanisms to build trust.

Administrative Features

- Admin dashboard for managing users, services, and payments.
- Monitoring of reviews, complaints, and disputes.
- Oversight of reward and loyalty programs.
- Reporting and system performance monitoring.

Tools & Technologies

Fronted	ReactJS , HTML , CSS , JavaScript
Backend	NodeJS , Express.js
Database	MongoDB
Media Storage	Cloudinary
Authentication	JWT-based Authentication
Payment Gateway	Razorpay
Hosting	Vercel & Render
Version Control and Collaboration	Git & GitHub