



Simpurgo

Let us Increase Your Cleanliness

...

A Case Study



Overview

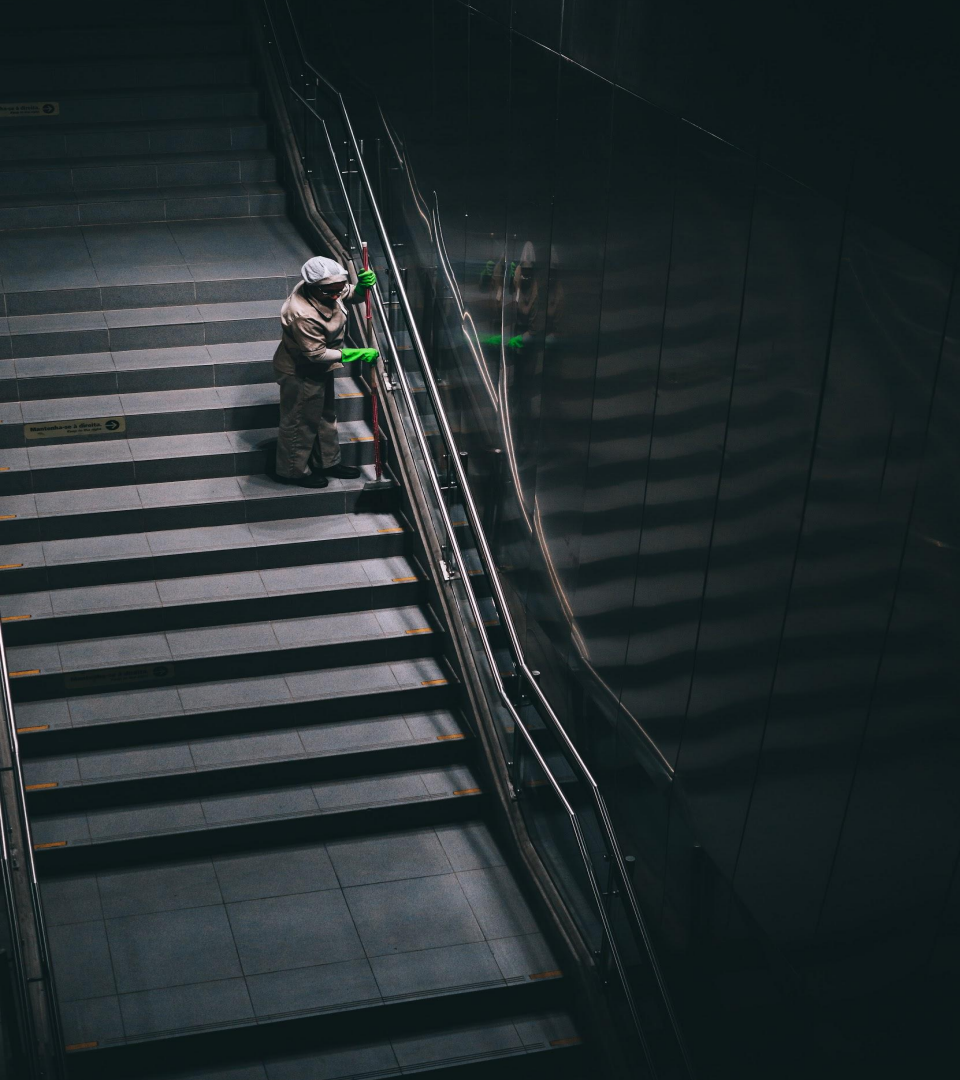
Simpurgo Building Maintenance, is a commercial cleaning and janitorial service provider in western Canada. Simpurgo approached Technource to provide digital experience to their clients and team to add effectiveness to their customer services.

We have created two mobile apps: one for customer and the second for staffs. There is web application for the admin.

Aim Of The App

“Let us Increase Your Cleanliness”

Simpurgo Building Maintenance started from humble beginnings and has kept the same solid corporate foundation since starting our janitorial company in 2010. Our strong values have guided us to become one of the most sought after service providers in Western Canada. Earning the position as the most reliable and quality driven janitorial company is proven through our 100% client retention since 2015 and our 72% growth rate, year over year. We not only want to be the best at what we do, we also want our clients to benefit from our successes. Simpurgo creates a partnership with our clients so we can grow together.



Simpurgo

Key Points

Key Roles

Key Functionalities

Customers

- Customer can login on the app; there is no sign up. Admin creates users.
- Customer can see the locations of their stores. Customer can see the details of the store by clicking on the view button, under that store customer can view the scope of work for that store, also be able to view the allocated staff on that store.
- Customer can see the Q&A Report for that location. They can view the type of report and score of that report by clicking on them it will open the report in the PDF file format.
- Customer can check different types of B&A Reports (before and after report)

Customers

- In B&A Report customer can see the location, name of the person created that report and also see the date and time.
- Customer can provide feedback, when customer clicks on the feedback system It asks for the location that they want to give a feedback for. Then It directs to the chat group where they can submit their feedback.
- Customer can update their profile.
- Customer can also find the clock- in and clock- out report for that location, all clocked In and clocked Out with time. Also they will be able to see if there is any issue reported.
- Customer can be able to chat to the individual and in groups.

Staff

- Staff can login on the app, there is no sign up. Admin creates the user.
- Staff can do clock in when they reach the place of work. App asks them to clock in with the location name and then asks the staff if he/she is aware of the procedure needs to perform.
- Staff can add comments at the time of clock in.
- Staff can see the scope of work if they are not aware of the work.
- Staff can also see the 'tasks (to do)' for that location.
- Staff can see the Last Q&A report for that location.
- Staff can create the B&A report and select the person's name to whom they want to submit it.
- Staff can request for any supply and also see the if those are previously requested.

Staff

- Supervisor can create the QA report for that location. For that they need to select client, location, type etc.
- Staff can see the QA Report, B & A Report, clock in - clock out report entries and clients list.
- Staffs can update their profile.

Admin

- Admin can login using registered email & password and access the dashboard.
- In the Dashboard there are graphs & counters on templates, clients, staffs.
- Templates means the one type of predefined format for the different type of organizations like restaurants, hospitals etc.
- Admin can update their profile in the my profile section.
- Admin can manage the staffs and customers. They can add, edit, delete the both.
- Admin can manage clients location wise and for that they can create a manager also.
- Admin can create a new template or new scope of work.
- Admin can see the clock-in /clock-out list for the different locations.

Admin

- Admin can see the Q & A reports listing. Under that list admin can view the reports in the pdf file format.
- Admin can create the 'To Do' list for the specific locations.
- Admin can see the B & A report, it's simple before and after image in this report.
- Admin can see the supply request from the staffs.
- Admin can see the quality score of the staffs and clients.

Technology and Tools

Front-end Development

Technology: Laravel - PHP Framework (V 5.5.48), Google APIs

Back-end: Angular

Database: MySQL

UI/ UX Design: Sketch

Technology and Tools

Building Mobile App

Android: Java for Android using Android Studio

iOS: Swift for iOS using XCode



Challenges & Solutions



Templates

- While working on this project we faced the problem of defining to the staff work methodology for particular type of commercial buildings like hospitals or restaurants etc.
- For solving this problem we have created the pre-defined templates for the different types of businesses and defined the set of rules and tasks for each type of business.
- While working with a predefined type, they do not need to create and recreate set of tasks.

How to check that staff has cleaned properly or not?

- How to check that the staff has cleaned properly or not? That was a question asked by our client. Client's concern was to monitor quality even from a central location or just from any location.
- For solving this problem we introduced the concept of B&A Report. B&A Report means before and after report. Before the staff starts cleaning any space they click the picture of that place and after that they can clean it and click the picture of that place again. Every report is submitted to the authorized person so that they can monitor the quality of work.



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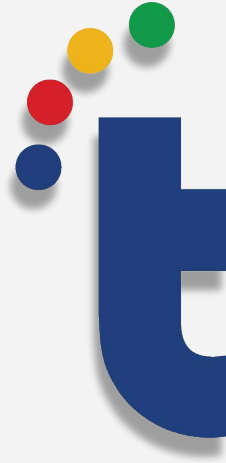


Client App

Staff App



What We do?



Web & Mobile App Development Company | Technource

‘Technource’ is an astute and ingenious software application development company, empowering clients from 25+ countries across the globe with next-generation software applications.

With nearly a decade of experience of serving start-ups and enterprises, Technource is able to devise the right software solution. Endowed with the power of Agile, we ensure performance and customer delight. Having been successfully creating exemplary web and mobile applications, Technource team has honed the craft of creating Artificial Intelligence, Augmented Reality, IoT applications that has been steering clients to attain the next level in their business. Team Technource, with its perpetual learning culture created an ecosystem where innovation and execution is immutable reality.

We Serve

- Real Estate Development
- Online Store - eCommerce Development
- Manufacturing Development
- Financial Development
- Advertising Development
- Education Portal Development
- Electronics Development
- Entertainment & Media Development
- Food & Beverage Development
- Healthcare Development
- Travel & Transportation Development



Thank You

Case study prepared by: Techno Source Web Pvt. Ltd.