

BUSINESS PROCESS WORKFLOW OPTIMIZATION THROUGH A CUSTOM APPLICATION



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CUSTOMER BACKGROUND



Our client, a leading provider of photography and videography services across India, operates within hospital premises and offshore, The company presents customizable packages tailored to preferences of customer, adeptly capturing the essence of the events through curated shots and Videos. Skilled editors refine the images for clarity and beauty, delivering timeless memories to customers. This seamless approach delights customers.

THE PROBLEM

Company faced significant challenges in managing orders across multiple locations manually. With on field team operating within various locations, there was a lack of centralized systems to efficiently track and manage orders, resulting in potential delays and errors. Additionally, the client struggled to keep track of consumables assigned to team, such as photo frames, leading to inefficiencies and inventory discrepancies. These challenges highlighted the urgent need for a streamlined and automated solution to enhance operational efficiency and ensure seamless service delivery.



THE SOLUTION

To address these challenges, Nextwebi's team proposed developing a user-friendly custom web application tailored to the needs of Admin operations and Field Team . This Order Management System (OMS) prioritizes efficiency, accuracy, and security to streamline order processing and enhance overall operations.

OUR APPROACH

With a clear understanding of our client's requirements, we aimed to develop a cloud-based web application with robust technology and features. Nextwebi is a leading development company that has resulted in a custom web application with centralized accessibility.

For Admin & Operation Team:

- Tailored access levels for streamlined workflow efficiency.
- Functionality to manage photographers, editors, and hospitals seamlessly.
- Detailed reports facilitating informed decision-making.
- Customizable package creation with flexible pricing options.

For Photographer

- Functionality for adding orders, accessing package details, and managing created orders with editing and viewing capabilities.

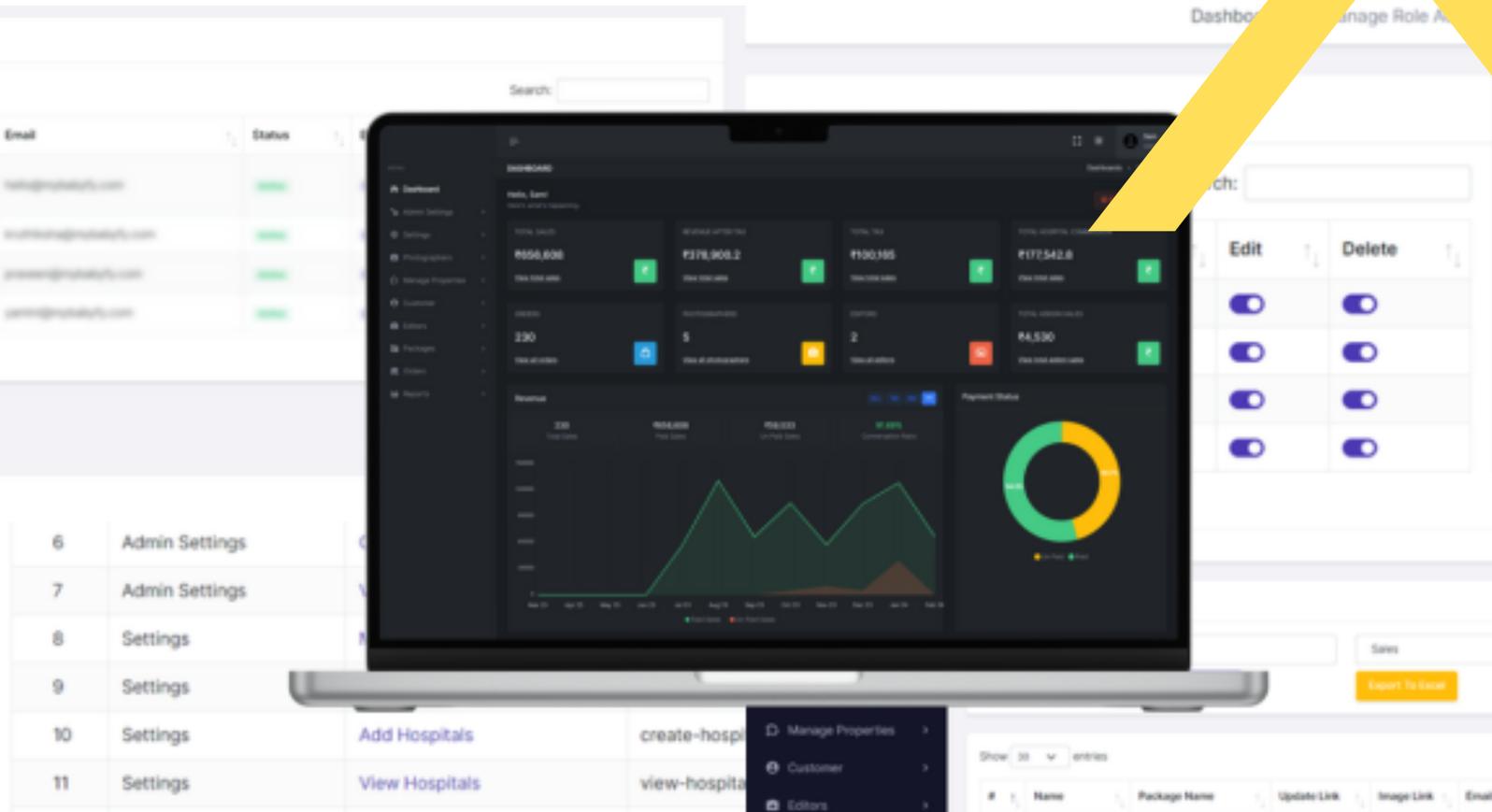
For Editor

- Capability to view and modify assigned orders.

For Hospital

- Capability to access all orders generated within the premises and track the total commission earned.

RESULT



By implementing this innovative web application solution, our client successfully overcame the challenges associated with manual order management and administrative tasks. The streamlined processes led to improved operational efficiency, enhanced customer satisfaction, and increased profitability. The web application provided a scalable and sustainable solution, enabling our client to continue delivering exceptional services across multiple locations with ease.

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