

Scaling up the online service marketplace business

Runboy | Case Study

Summary

The emerging startup was looking to build an online marketplace that would connect people and services, in a single platform.

With multiple service vendors tied up with the business and a vision to provide better customer experience, Runboy had the following requirements for the online marketplace.

- Marketplace for providing on-demand home services
- Connecting customers with local service providers in a particular area for faster access.

About the Company

Runboy is an emerging online marketplace for essential services. Their prime purpose is to provide customers with easy access to quality services - everything from repair and maintenance, wedding planners, photographers, beauticians and more. With a wide network of experts, Runboy is slowly making its mark in the industry.

Industry: Oil and petroleum

Company Size: Enterprise

Location: Nigeria

Solution: Delivery Management



“ To step into the on-demand service industry, we needed a technology partner who could support our vision. MoveX proposed a powerful platform that not only helped us in providing better customer experience through our service network but also simplified our business processes. ”

Solutions

Based on the requirements, we were able to provide a hassle-free solution that helped Runboy in providing on-demand services.



Appointment Scheduling



Workforce Management



Customer Feedback



CRM Integration



In-app Communication



Real-time Analytics

With our platform, Runboy customers were able to find their preferred services, make an appointment and avail expert-quality services. Using real-time tracking, Runboy was able to ensure high-quality services and gain customer feedback to make the necessary improvements.

Using the powerful dashboard, Runboy had a clear view of daily jobs, workforce location and revenue generated over a time period. Also, the business was able to manage its service providers and their commission using analytical reports.

Key Benefits

Faster, quality services

Helped in offering on-time services using easy appointment scheduling.

Increased customer reach

Attracted a wider audience & increased revenue using marketing features.

Simplified workforce management

Maximized productivity by monitoring the workforce and their activities.

Automated accounts management

Streamlined revenue and commission management with the platform.

Results

With our platform, Runboy was able to step into the online service industry. Using our suite of applications, the business was able to reach a wider audience, bring in more service providers and grow their business.

20K

Appointments in one year since its launch



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