

Online Product and Event Management Application

For a tennis center with multiple courts and Sports utility shop

Executive Summary

The client was using a SAAS based tennis court booking solution provided by a website hosting provider. Since the existing system was developed, owned and hosted by the service provider; it limited our client's scope to gain complete access to the database. It also restricted them to add and modify desired functionality to the existing application with varying need and kept them tied to existing provider. They decided to build a custom system with complete ownership on the codebase and database.

As first step, the client wanted us to analyze the existing system fully. Mindfire engaged a project lead and a senior developer for a week to go through the current business workflow completely. Client gave a single point access to discuss queries if any, which in turn got clarified by end users (store and court managers). This also helped us to make a list of unused functionality to be dropped from the new system development process and also to make a list of new functionalities to be added or enhanced to the system. With around a week effort, the system work flow architecture was ready to be referred to design the database and start coding of the new system.

The new system was targeted to be built in a tight time span of three months.

A team with a technical lead, a senior developer and a junior developer was formed to execute the development process. A software test engineer was engaged for 20 hours a week to ensure quality. An **Agile approach was followed with a sprint cycle of 2 weeks** as the development team wanted client to keep seeing the progress and keep giving constant feedback.

Important features that needed to be implemented in the application were:

1. Events and Courts Booking
2. Customer and User Management
3. Products
4. Have a payment mechanism
5. SMS sending to customer
6. Reports section
7. Admin access

About our Client

Client Owner of a chain of tennis centers | **Location** Australia | **Industry** Sports

Application features implemented by Mindfire

The application has two types of user access

- Tennis Center Staff access
- Admin access

A company Staff can log into the application as staff user. A staff can see 'Events', 'Booking', 'Customer', 'Product', 'Report', 'Users' section depending the access he/ she has.

Events and Court Booking:

A staff user can add new events which are going to be held in tennis center through 'Events' section along with event details like date and time of the event, associated coach and expected number of participants.

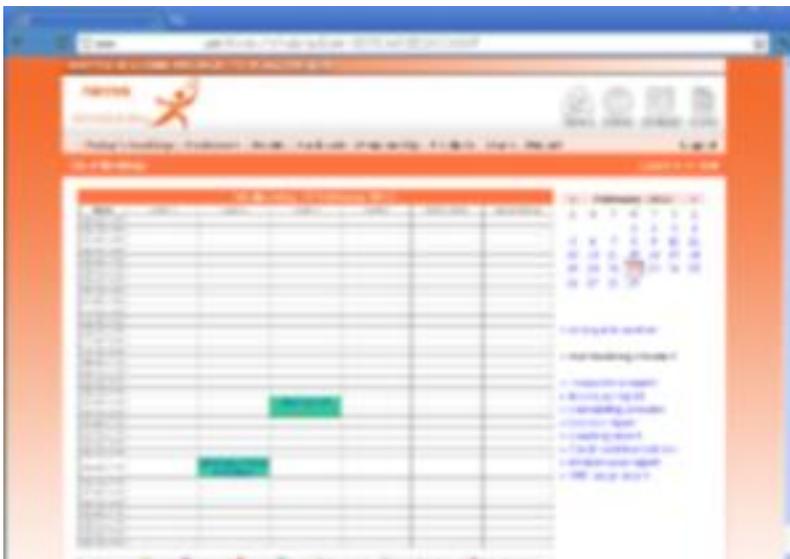
User needs to create court booking for the month before few days of start of that month. There is also facility to make casual booking of court depending upon the availability of court at a particular time.

There is a monthly event calendar for multiple courts, to show a one page view, so that the tennis court booking by multiple customers does not coincide with each other.

Events Home



Court Calendar Booking



Customer & User Management:

All the customers and coaches get registered through the application. There is also facility to edit customer's profile details. Staff user can activate membership for customer, register a product purchase of a customer, can add any comment on a customer profile for future reference. A staff user can manage the court booking for customers for particular time period.

Products:

Staffs can add new product category and product through 'Product' section. There is also facility to manage the product delivery (in take), stock take reporting.

Payment:

Customers can see pending invoices and pay for them through this application using credit card which gets processed though bank's payment gateway. There is a cash sale option available, that records instant cash sale.

Cash Sale Payment



SMS Sending to Customer:

This application also provides facility to send SMS to registered phone number of customers through SMS Gateway. It also records SMS delivery success and failure and have corresponding reports.

Reports Section:

Here user can get all the reports related to product, bookings, registrations and revenue details.

Reports Home



Admin Access:

An admin, through 'Users' section can create new users (staff) and provide different privilege to users to access specific sections. The staff user access stays limited to the sections that he is assigned to. Specific revenue reports can be accessed by Admin user only and the relevant Staff users.

Technologies

ColdFusion 9, JavaScript and MySql 5.0

Future relationship

The client was pleased with Mindfire's effort and reckoned that they were happy to have discovered a professional offshore IT unit. We shall continue to be the service provider for the next versions of the client's product. They have not only allocated the support and maintenance work of the current system to Mindfire but have also chosen us for future customization work.