

Trade Search

INDUSTRY

Logistics & Transportation

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ABOUT THE CLIENT

TradeSearch is an Australian based Trades Business Platform that helps the tradesperson in managing & growing the business with easy access to the features available on Web & Mobile App. The motive of this online project is to allow users search any kind of services they need & book the tradespeople accordingly that are available near their locations. TradeSearch is one of the leading Service Providers in Australia that helps in connecting users from different locations with the appropriate tradespersons quickly in real time. It has been incorporated with a wide range of Trade services that will match the users' requirements based on cost, availability & customer rating.

TradeSearch was developed by Joseph Mancuso who has decades of experience in the field of the property industry, heavy engineering & facilities management for the various brands including Spotless, Westpac, JLL, UGL, and Qantas. With the motive to provide hassle free experience to the users, the platform is the one-stop destination where locals in Australia can hire any types of trusted services at the click of a button. The website and the mobile app of the TradeSearch Australia have been launched in December 2016.

GOALS OF THE PROJECT

The platform is one of the Australia's largest services marketplace where several trusted tradespersons are registered with the motive to provide the best home & local services to the users at an affordable price. The services offered by the professionals of TradeSearch can range from home cleaners, photographers, designers, tutors, trainers, plumbers and much more. The platform has completely transformed the scenario of the marketplace for local services with the help of digital solution connecting tradesperson and users in real time. It helps the tradespeople to enhance their businesses effectively as they get hired easily for the services they provide & customers make the best use of TradeSearch as they can book the services online & avail them as per their requirements.

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TradeSearch is a common platform that helps users, tradesperson or the company in Australia as per their needs. Whether you are a tradesperson who needs to build your local business or users looking for services, TradeSearch provides all in one app giving hassle free experience. The features supported helps the user in finding the right professionals whenever or wherever users need them. Any person can take benefits from TradeSearch simply by registering as a Customer, tradesperson or a company. The customer just needs to log in, search for required services and TradeSearch will provide a complete list of registered service providers. The tradesperson will register themselves & specify their unique services to build local businesses. Company's profile can be registered if different tradespeople has been added as the employees to manage all the tasks requested to them by users.

Considering the need of developing an online marketplace where customers can hire trusted professionals for any service needs, the idea of developing TradeSearch was initiated. It comes with many features like:

- ✓ Available in both Android & iOS platforms
- ✓ Enhanced User Experience to locate nearby local services
- ✓ Choose right professional as per the ratings & reviews
- ✓ Location-based Search Option for the Services Provider
- ✓ Ease the communication between tradesperson & customers
- ✓ User can track ETA after confirmation by tradesperson

Trade Search

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● CHALLENGES

Developing the TradeSearch platform wasn't an easy one but the experts of Clavax could overcome the challenges effectively that was faced during the development stage of the project. Some of the main challenges are discussed below:

- ✔ Since the platform supports three types of logins- customer, trader, company, managing the flow of requests among them was difficult. Another challenging part was if a trader is registered under a company, who will be given access to approve the service request i.e. company or trader.
- ✔ The second issue was implementation of the stripe payment gateway for the system, which is quite new in the market and has advanced features in it.
- ✔ Tracing the location was a complex feature like if a trader has moved somewhere for any personal or official purpose, there was an issue regarding the service area tracking. There were some complexity and ambiguity between trader's address present in the database and the current location.



SOLUTIONS

The team of Clavax came up with effective solutions to the above-listed challenges & has made the TradeSearch a successful project today.

- ✔ An effective database management system that reduced the complexity of different tables from where data are being fetched.
- ✔ For the successful integration of the payment gateway, we have studied thoroughly from every basic concept of the 'Stripe' to all its advanced features before the implementation.
- ✔ Smart Search algorithm is enabled that allows the user to quickly search trader & tracked the location on every instant based on the availability.
- ✔ We have designed the platform in such a way that trader can change the status order of the service using the different device from start of journey, arrival or completion.
- ✔ We have effectively work on building customer and trade relationship through the service in iOS & Android mobile apps where the customer can track and check ETA of the service provider to the desired location.

TECHNOLOGIES USED

The technology stack used by Clavax for design and development of TradeSearch Project are:

WEB APPLICATION

- APIs: Laravel or Python
- Scripting Languages: PHP, HTML5, DHTML, JQuery, JavaScript
- Framework: Laravel framework
- Platform Environment: Linux
- Database: MySQL 5.5
- Web Server Support: Apache Latest Version
- Project Management: JIRA
- Version Control: Bitbucket/Gitlab
- SMS Authentication: Twilio

MOBILE APPLICATION

- Scripting Languages: HTML5, CSS3, JS, JQuery
- Framework: Phonegap

The database, Version Control, and Project Management are same as mentioned under Web Application section.

RESULTS

TradeSearch Australia is expanding rapidly with multiple types of services being added to help people in different locations of the country avail smooth services at their doorsteps. The organization aims to cover almost all the regions & serve more customers as much as possible catering all their service needs. In such a short period, TradeSearch has become the smartest way to connect users with the tradespeople for all their service requirements. It connects home services professionals such as plumbers, cleaners, AC repair, electrician and much more to the customers. TradeSearch serves around hundreds of customers every day and has a presence across multiple suburbs in Australia.