**OPEN INNOVATION LAB - UDJG**

**Annex 4 – Challenge no. 20**

**Scheduling clients at a service provider**

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| 1. **Name of the challenge:**

**Scheduling clients at a service provider** |
| 1. **Context:**
* Generally, the service providers have a very complex activity, that requires rigorous planning and discipline, both from the firm and the client. All operative employees, from various departments, must have the most rational schedule as possible, for a global efficiency of the firm. Moreover, the success of a business depends on the efficient management of the firm’s resources; therefore, the manager must have the possibility to manage the structure of the firm, the offered services, the employees’ details and their capabilities, etc. The updated information and the periodic reports are essential for the best management of the company.
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| 1. **Problem:**
* At the moment, the clients of the firm are planned for various services, by telephone and they are registered on paper. The management of the schedule, the clients registration, the management of the employees and their activity, all these are quite difficult because using only pen and paper, or desk simple software, unable to correlate information.

Using the new software, the schedule of the services provided to clients could be semi-automatic, taking into account the client preference for one employee and for one service, the programm of the desired employee, other already fixed items in the schedule, and the capability of the employee to execute the required operation. The client could be able to register itself as user of the system, and he could schedule itself using the web-based interface of the system. The other unregistered users will be able only to visualize general information about the firm and the available services. A centralized management system could be useful for the administrator (the manager); he will be able to manage all data regarding the firm’s resources (departments, services, employees). Various reports could be drawn, illustrating the particular activity of each employee, or department or the global activity of the company. All these reports are important as support for the best decisions in order to improve the firm’s activity. The employee will have only the possibility to visualize his plan of the day or week and to record the attendance or not of the client as planned. The new system will be delivered as a installation kit with installation and using guide; therefore any service provider, in any domain, should have the possibility to use it, after a configuration step.  |
| 1. **Additional info:**
* The team has to develop a prototype, consisting in an information system (database + software application). The implementation technology is at free of choice, it is not imposed. The client interface is web-based.
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| 1. **Skills of the team:**
* The team must have competence in analysing and designing information systems with databases as well as in recent IT implementation technologies.
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| 1. **About the Seeker:**
* *Description of company/institution:* **Sindy’s Salon**
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