CASE STUDY

Eastern Enterprise helps Europe's leading camping specialist ACSI in automating their entire business processes.

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About ACSI

ACSI is Europe's camp site specialist, offering rental services to camping pitches and camp site accommodation. In addition to this they offer a world of information with regards to camping and outdoor accommodation packages in Europe.

With over 52 years of camping experience, ACSI is recognized as Europe's camp site specialist and have made it their goal to serve camp sites in both the low and high seasons.

Project Challenges

Manually handling the inventory of campsites across Europe and updating records became an increasing issue as ACSI grew in size. The client faced various challenges like having to manually visit the campsite to collect the data. After collection, the data would be sent to be digitized and verified by two separate people before finally being printed.

The client here wanted to develop a solution that would automate the entire process by eliminating the initial physical paper work thereby removing the need for a separate data entry process and reducing the cost of printing. This would reduce the amount of resources allocated to this process and most importantly save precious time between surveying a campsite and publishing the booklet.
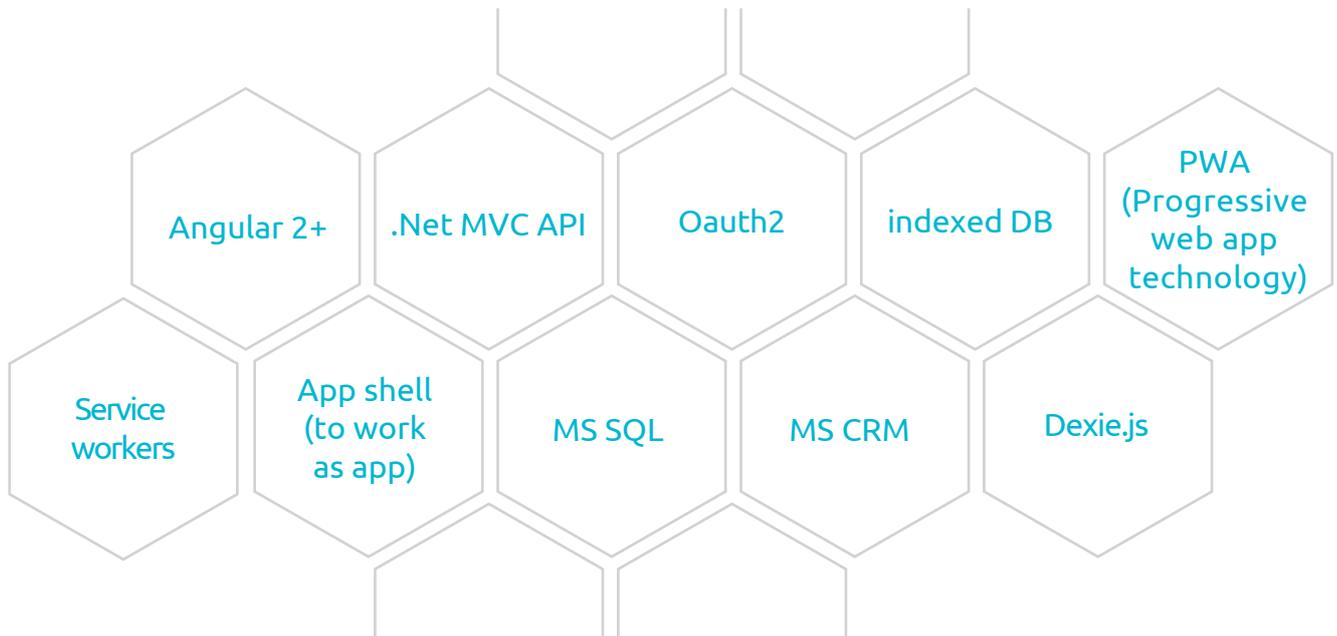
Our Solution

With ACSI's key objectives in mind, we suggested to develop an inspector portal that employees could use for these expressed purposes. The portal, available both online and offline, would allow ACSI employees to conduct exhaustive surveys and maintain critical data that measured the quality of the camping facility.

Through the same portal customers could view all the amenities available at a particular site through details like images, kinds of accommodation, specialty features, and reviews. This in turn facilitated advertising and promotion for the campsite itself.

Eastern Enterprise proposed and implemented the following features for the Progressive Web App inspector portal solution based on ACSI's needs:

- Tab wise sectioning in the inspector portal which made the surveying process user friendly and quick.

- Well organized categories for faster search capabilities of campsite amenities.

- Implemented indexDB which reduces loading time and helps maintain offline data.

- Ability to view past information about the campsite for up to one year.

- Push notifications to the user whenever a new update is available.

- Capability for users to easily upgrade to new amenities on the campsite.

- Ability for customers to correspond with campsite owners directly.

The solution was built using the following technology stack:

Angular 2+	.Net MVC API	Oauth2	indexed DB	PWA (Progressive web app technology)
Service workers	App shell (to work as app)	MS SQL	MS CRM	Dexie.js

In addition to the inspector portal, Eastern Enterprise delivered multiple IT products/projects to help ACSI modernize/automate its business. Some of our biggest achievements are:

● ACSI Customer Portal (B2C) - This is an interactive portal used by ACSI employees. It provides crucial database information pertaining to all ACSI end-customers viz. customer complaints, order information, order status, etc.

● ACSI Portal (B2B) - This is an internal portal accessible by ACSI employees. Its exhaustive database provides employees with all transactions and business history. It has enabled ACSI provide a uniform customer experience across all its camping locations.

End Result

- The client was happy with the results obtained through our solutions as we met all their expectations and quality standards. Also, going digital from a paper-based system by creating a progressive WebApp helped reduce time and make work easy and efficient.

- The solution provided by Eastern Enterprises i.e. the inspector portal completely eliminated the cost of paper and the need to hire people for data entry. By using the inspector portal, ACSI employees can now easily collect data in prescribed steps, view last year's data, attach images and publish a report on any campsite with the push of a few buttons.

Key Benefits

- A cost effective process for data collection.

- Going digital by converting the manual data collection process to a Progressive Web App inspector portal saves time.

- No more loss/theft of paper.

- Reduced workload due to the elimination of paper work.

- No more hiring people for data entry.

- The solution supports both online and offline channels.

- Supports desktop and tablets.

- The portal provides a hassle free UI with various functionalities like search capabilitiy for amenities, providing notifications, feedback etc. - a user experience that adapts to every click.

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- Ability to add coupon discounts to promote the campsite while generating bills at point of sale.

" I would like to express our satisfaction on the co-operation regarding the development of our web- and back-end applications. Peeyush and the development team did a very professional job. We are satisfied with the solutions given to us and with the communication flow through the projects.

Arno,
Head of IT at ACSI Publishing

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About Eastern Enterprise

Eastern Enterprise is a Dutch IT service company that specializes in crafting software solutions for startups and S&M enterprises. We are a 250+ strong team of passionate technology artists servicing over 100 clients across Europe to create software solutions that are robust, creative, modern, user-centric, logical and secure.

We specialize in software product development, mobile app development and custom application development for startups. With our mature quality processes, agile development approach and unique engagement model we deliver bespoke solutions for all your business needs.

We work as a trusted technology partner to provide end-to-end solutions for all your software development requirements. We don't simply develop solutions, we craft them for your specific business needs using cutting edge technology platforms.

For more information, please visit:

https://www.easternenterprise.com