



CASE STUDY



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

About ACSI

ACSI, Europe's camp site specialist specializes in renting camping pitches and accommodation on camp sites. Besides this ACSI offers general information about camping and camping accommodation packages in Europe.

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

Project Challenges

Manual handling of inventory and records updation had become the surpassing issue. The client faced various challenges like the ACSI employee had to visit the campsite to collect the data with the help of physical paper. After collecting the data, the ACSI employee need to hand it over to data entry people and further send for verification and booklet printing. This involved a higher cost of manual paper work, hiring people for data entry, and loss of physical paper.

The client wanted us to develop a solution and automate the entire process which would help in reducing the manual paper work process, eliminate the process of data entry, reduce cost for paper printing and most important to save time and help in cost cutting of various processes.

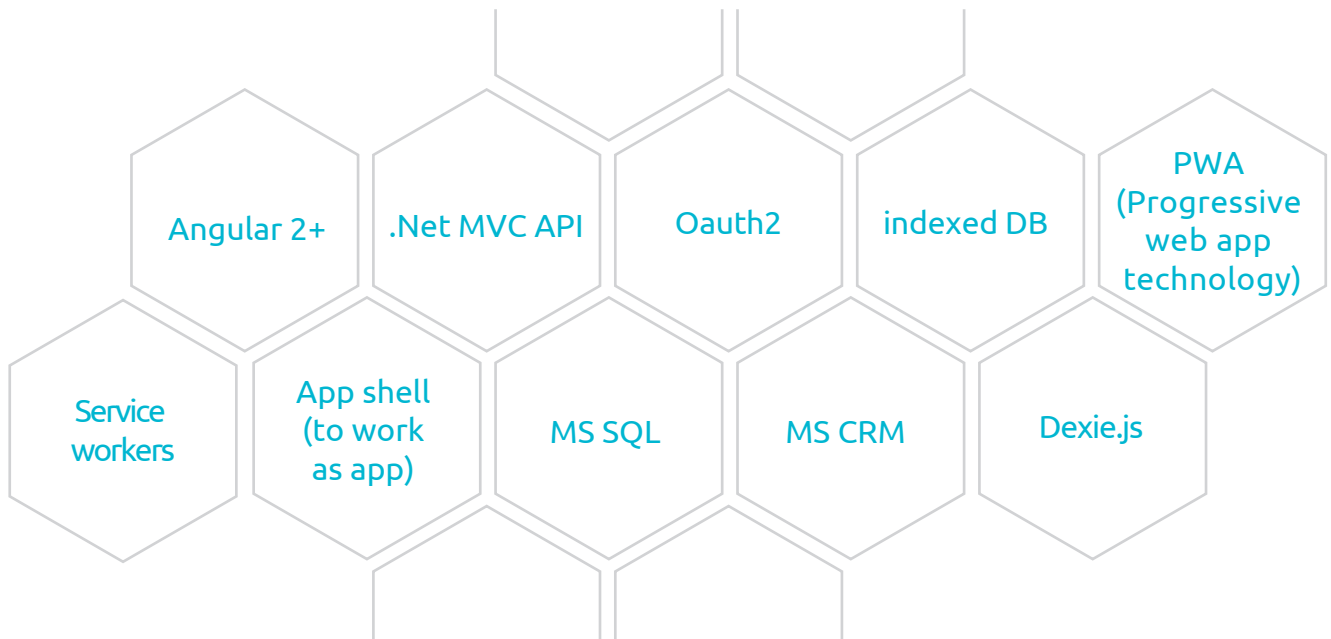
Our Solution

Keeping in mind the requirements of the client, we suggested to develop an inspector portal which was going to be used by the employees of ACSI. The portal can be used both online and offline. Using this portal, the ACSI employees conduct exhaustive surveys and maintains critical data for measurement of the quality of camping site facility. Through the portal, customers could view all pre-set basic needs with amenities of camp site through the details like images, accommodation, features involved, specialty, and reviews - helping the campsite in advertisement and promotions.

Eastern Enterprise proposed a solution to ACSI to develop an inspector portal (progressive WebApp) and implemented the following features:

- Implemented tab wise section in the inspector portal which made the process easy.
- Faster and easy searching of categories for camp sites amenities.
- Implemented indexDB which helps in maintaining the data offline and faster loading.
- Ability to view last one-year information about the campsite.
- Providing notifications to the user whenever a new update is available.
- Users can easily update to new amenities on the campsite
- Customers get feedback from the campsite owners directly on the portal.

The solution was built using the following technology stack:



Other than Inspector Portal, Eastern Enterprise has delivered multiple IT products/projects in helping ACSI modernize/automate its entire 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 end-customer of ACSI camping services, viz., Customer Complaints, Order Information, Order Status, etc.
- ACSI Portal (B2B) - This is an internal portal accessible by ACSI employees. Its database is quite exhaustive and provides all transactions and business history and has enabled ACSI to achieve uniformity in its 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 manual paper work by creating a progressive WebApp helped them to reduce the time and make the work easy and efficient.
- The solution provided by Eastern Enterprises i.e. the inspector portal has reduced the hassle of paper work, completely discarded the cost of paper, plus now there is no need of hiring people for data entry. By using inspector portal, the user can now easily collect the data in steps, view last year data, attach images and can complete the data collection process easily without wasting time in data entry.

Key Benefits

- Cost effective process for data collection and time saving.
- Going digital by converting the manual data collection process to inspector portal which is a progressive web app.
- No more loss/theft of offline paper and cost cutting of paper work
- No more hiring people for data entry.
- The solution supports both online and offline channel.
- Supports desktop and tablets.
- The portal provides a hassle free UI with various functionalities like searching of amenities, providing notifications, feedback etc. - a user experience that adapts to every click.
- Ability to add coupon discount while generating bill for the promotion on camp site visit.

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

About Eastern Enterprise

Eastern Enterprise is a Dutch IT services company specialized in crafting software solutions for startups, small & medium enterprises with passion and dedication. We are a strong team of 250+ technology artists helping 100+ clients across Europe in creating software solution that are robust, creative, modern, user centric, logical and secured.

We are specialized 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 ensure that we deliver perfect solution for all your business needs.

We work as a trusted technology partner that provides end-to-end solutions for all your software development requirements. We don't just develop solutions but we craft them for your custom business needs using the cutting edge technology platforms.

For more information, please visit:

<https://www.easternenterprise.com>