



Enabled a global salon and spa software provider maximize profits by enhancing the legacy Point Of Sale (POS) app and developing an online appointment system

About The Client



A global salon and spa software provider.

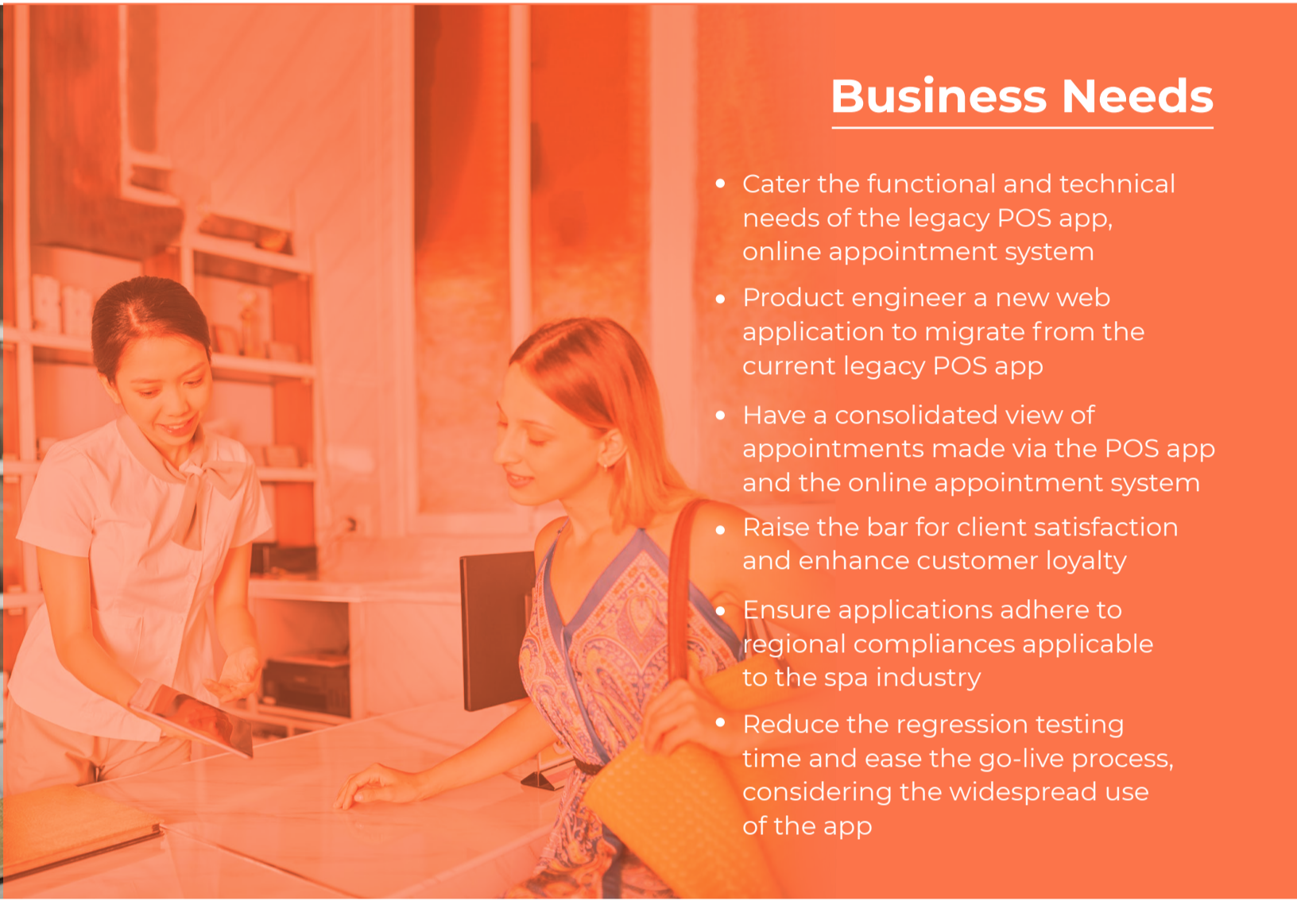
Offers software solutions in 9 languages to more than 14,000 salons and spas in 48 countries worldwide.



Follows development philosophy based on the continued creation of intuitive, easy-to-use, powerful stable software programs adapting to the needs of the market.



Offers tools for customer relationship management, appointment scheduling, employee management, inventory management, marketing amongst others.



Business Needs

- Cater the functional and technical needs of the legacy POS app, online appointment system
- Product engineer a new web application to migrate from the current legacy POS app
- Have a consolidated view of appointments made via the POS app and the online appointment system
- Raise the bar for client satisfaction and enhance customer loyalty
- Ensure applications adhere to regional compliances applicable to the spa industry
- Reduce the regression testing time and ease the go-live process, considering the widespread use of the app

Business Solutions



Provided facility for appointment booking and scheduling via the POS app and the online appointment booking system



Integrated features like Employee Management and Payment Processing within the POS app



Implemented Client Feedback Management and Loyalty Gift-Card programs in the POS app



Configured cloud service for synchronization of the POS app and the online appointment system



Implemented GDPR compliance across all applications



Business Impact

Synchronization of POS app and web application helped onboarding

200+
new customers

Go-to-market time dropped by
25%

15% growth
with efficient scheduling and roster management

Technology Stack

Employed Azure DevOps for requirement, test case, and defect management

Languages and Frameworks

Databases

Development Tools

Cybage Travel and Hospitality

- Lodging
- Travel Distribution
- Travel Retailers
- Travel Consolidators
- MICE
- Specialty Lodging

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