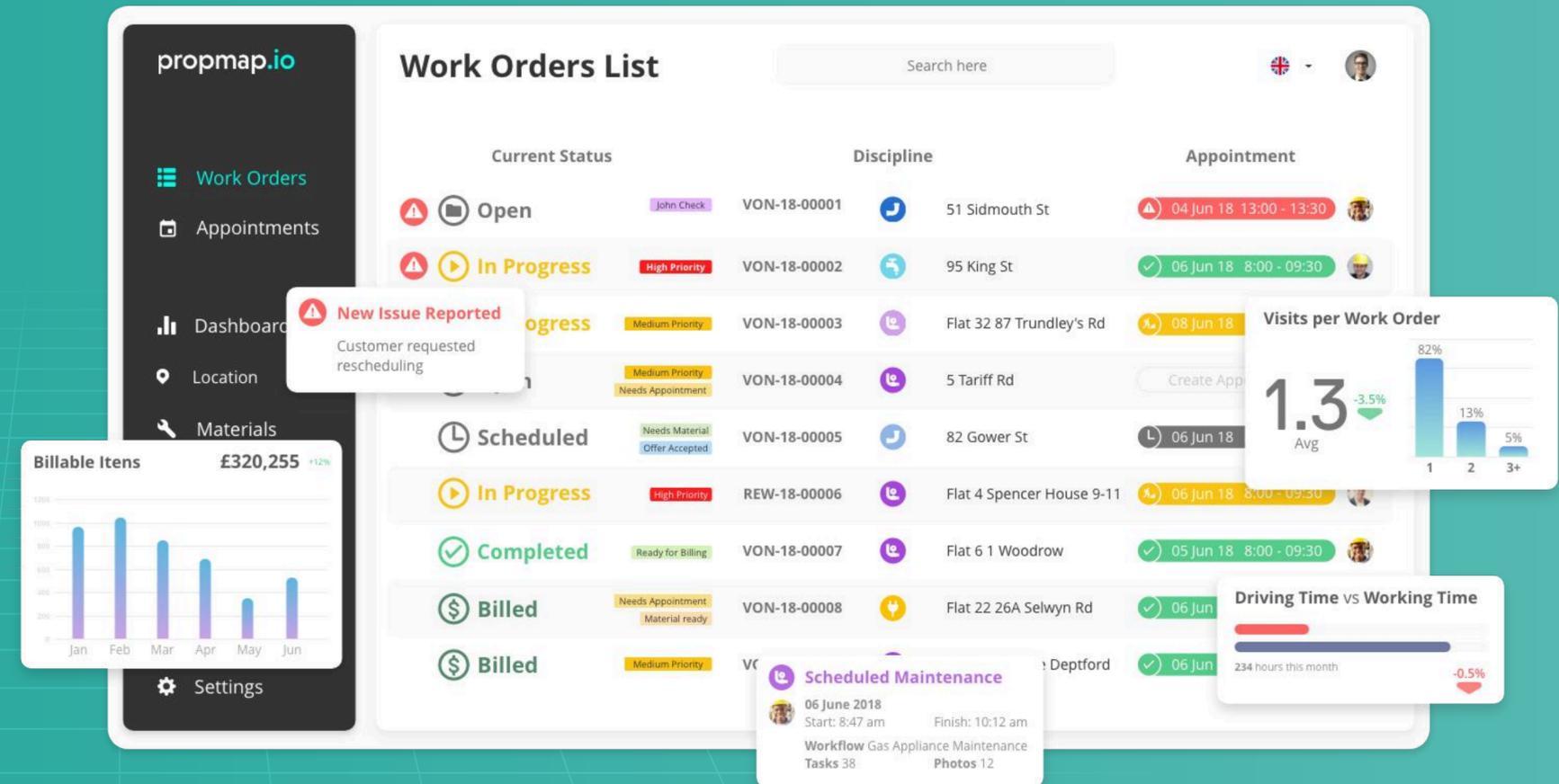


CASE STUDY

# Propelling Productivity: A Case Study on Propmap.io and NUS Technology's Development Partnership

Client: Propmap.io



The dashboard features a sidebar with navigation options: Work Orders, Appointments, Dashboard, Location, and Materials. The main content area includes:

- Work Orders List:** A table with columns for Current Status, Discipline, and Appointment. It lists various work orders with their respective statuses (Open, In Progress, Scheduled, Completed, Billed) and details like location and appointment times.
- Billable Items:** A bar chart showing revenue from January to June, totaling £320,255 with a 12% increase.
- Visits per Work Order:** A bar chart showing an average of 1.3 visits per work order, with a 3.5% decrease. It compares visits for 1, 2, and 3+ visits.
- Driving Time vs Working Time:** A horizontal bar chart showing 234 hours spent driving this month, which is a 0.5% decrease.
- Alerts:** A 'New Issue Reported' notification stating 'Customer requested rescheduling'.
- Task Details:** A pop-up for 'Scheduled Maintenance' on 06 June 2018, showing a start time of 8:47 am, finish of 10:12 am, 38 tasks, and 12 photos.

# Overview

The founders of Propmap.io came from backgrounds in design, architecture, and construction. They had first-hand experience with the fragmented and inefficient workflows that plagued the field services industry. They recognized a significant gap in the market for a unified software platform that could seamlessly manage client bookings and dispatch fieldworkers accordingly. Their vision was to create a single source of truth where managers could easily handle scheduling, and fieldworkers could manage their tasks and report their work effortlessly.

- Industry  
**Field Service Management**

- Market  
**Europe**

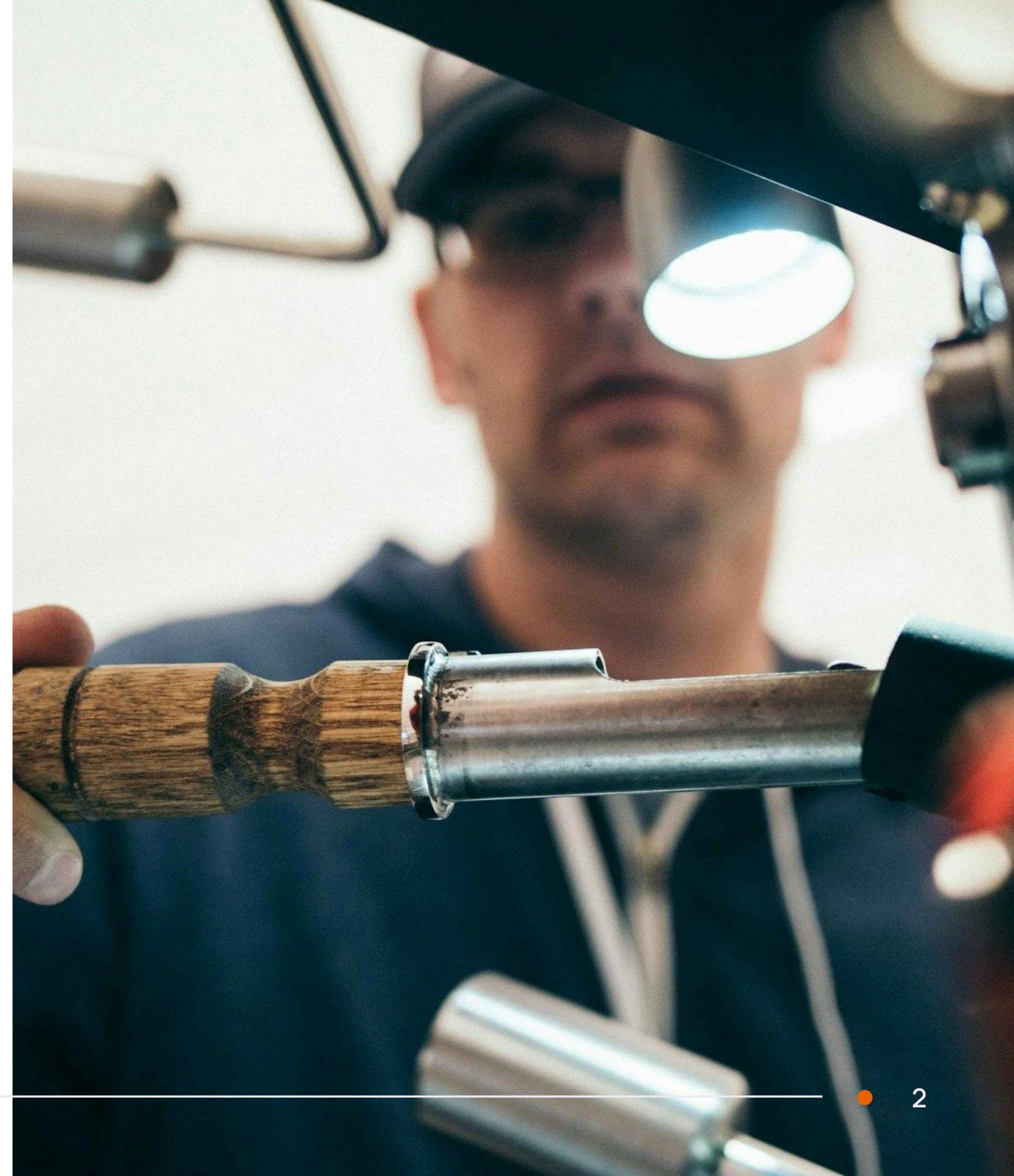
- Frontend  
**React (Web), Flutter (Mobile)**

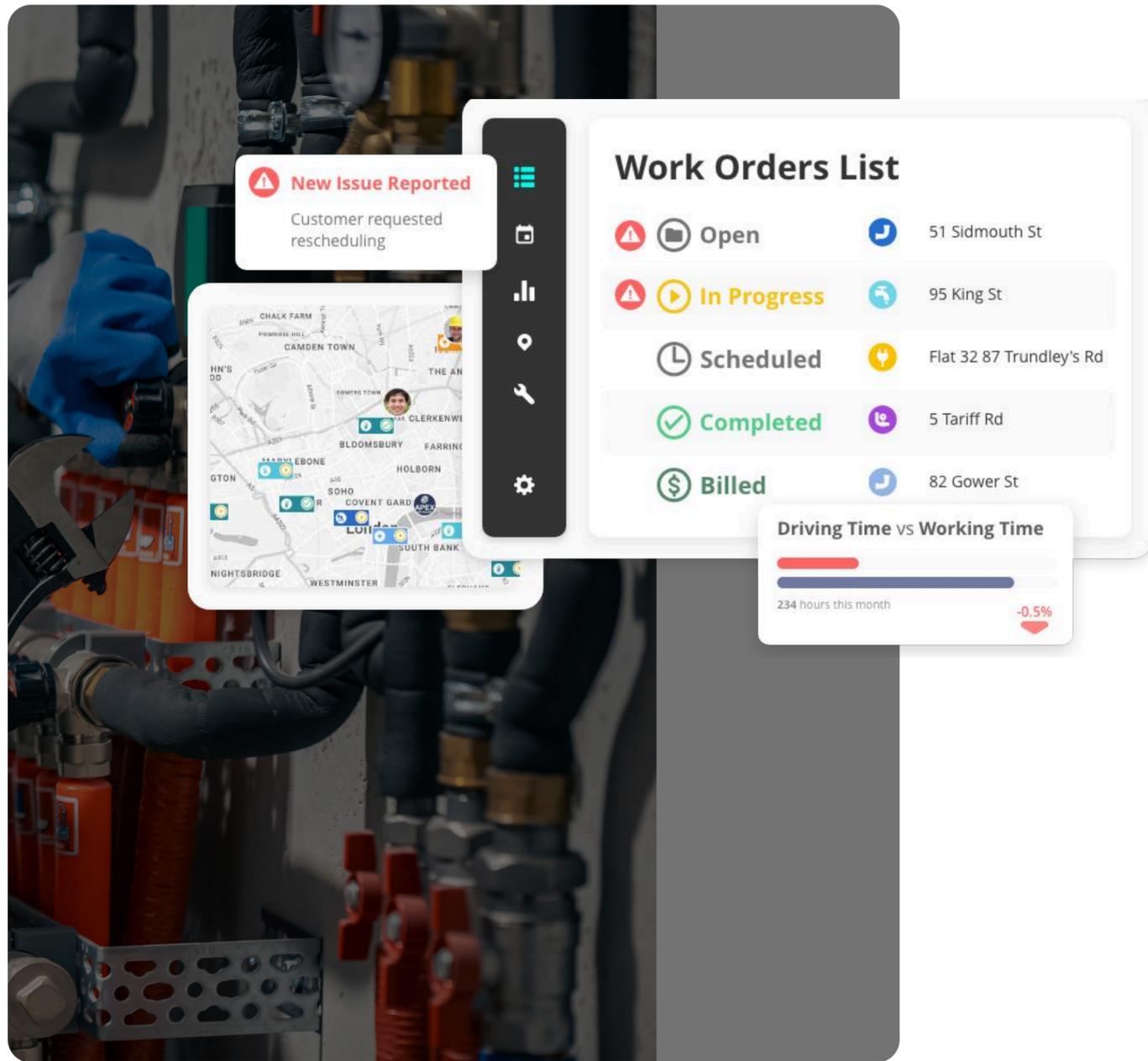
- Backend  
**Ruby on Rails**

- Database  
**PostgreSQL**

- Infrastructure  
**AWS**

- Integrations  
**Google Maps API, Sendgrid,  
CraftMyPDF**





## THE CHALLENGE

# A Disconnected Workflow

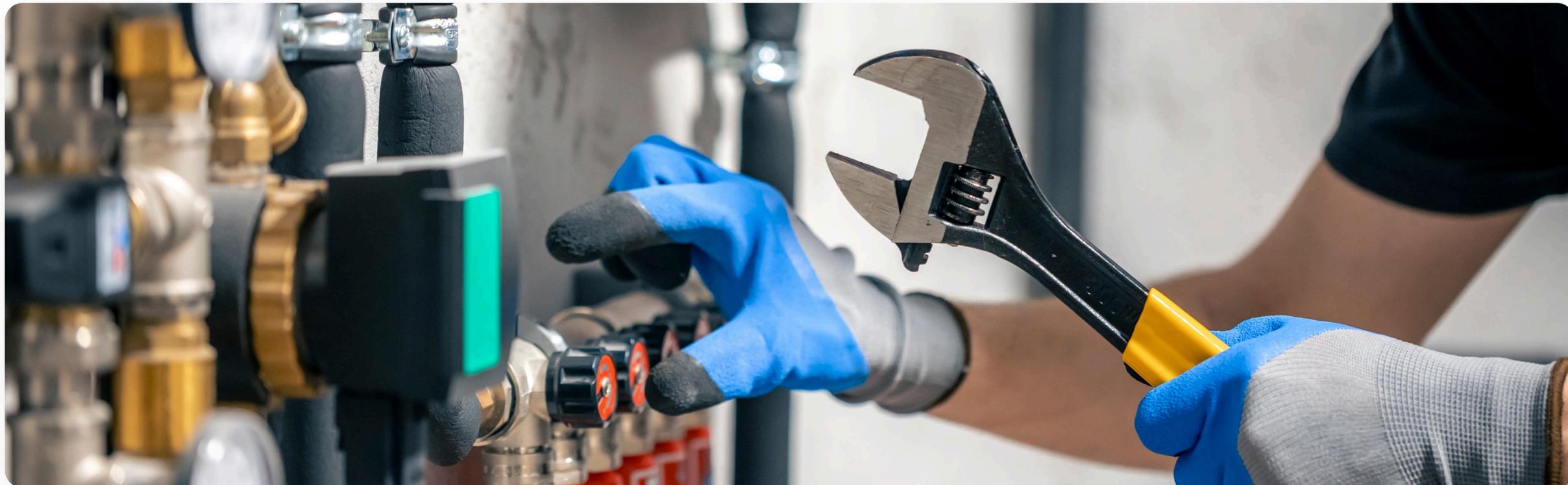
Their ambition was to make Propmap the one-stop solution for organizations across many different industries. This required the platform to be a multi-tenant SaaS, where each organization could securely manage its own data and workers, and the workflow could be flexibly customized to meet the unique needs of different fields.

Without a unified platform, communication was difficult, data was inconsistent, and simple tasks often required multiple steps and unnecessary paperwork. The team envisioned a future with a dynamic work order list, real-time GPS tracking, and paperless workflows, but they needed a robust technical solution to build it from the ground up.

## ■ THE SOLUTION

# A Strategic Approach to Development

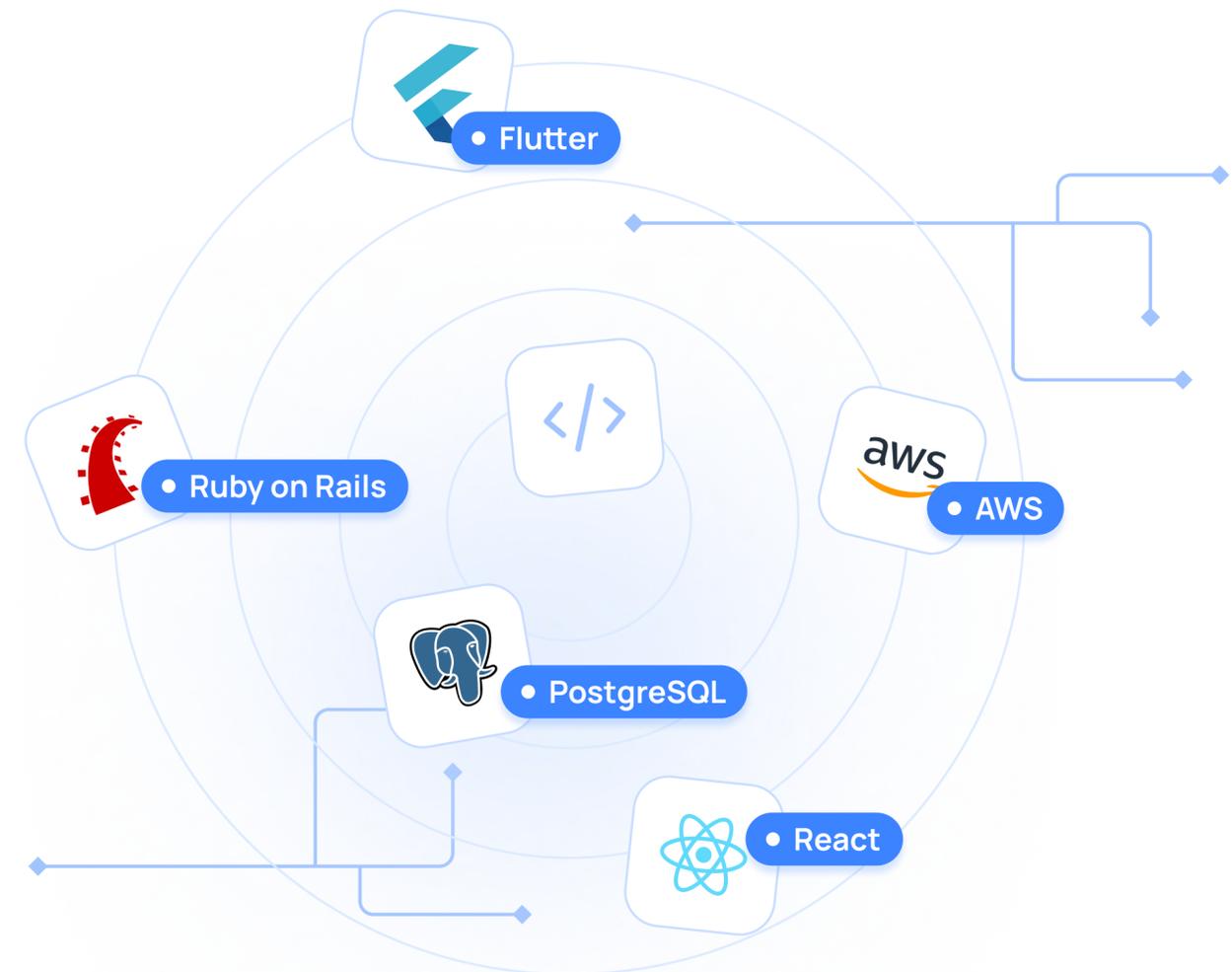
NUS Technology's team of experts took a holistic approach to the project. They didn't just build a product; they became a strategic partner, working closely with the Propmap founders to understand their vision, identify the core pain points, and devise an elegant and scalable solution. The entire collaboration, from initial planning to final delivery, was managed remotely using an Agile methodology, ensuring a flexible and iterative development process that could adapt to evolving requirements.

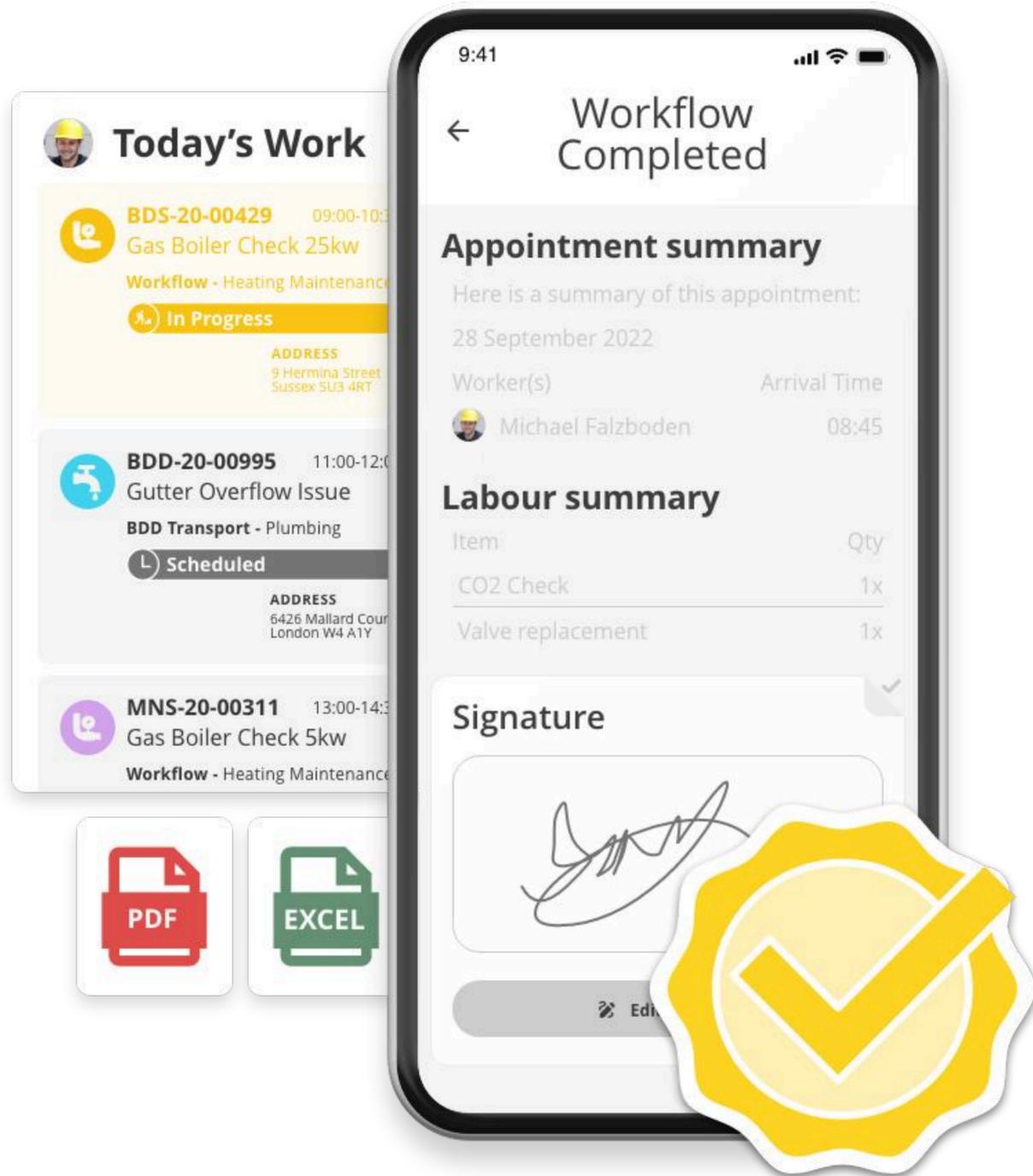


## Technology Stack & Architecture

The NUS team made a strategic decision to build the platform using a modern, powerful tech stack. The NUS team selected **Ruby on Rails** for the back-end to enable fast development, and also to provide a robust, scalable, and secure foundation for the platform's multi-tenant architecture. **React** was chosen for the web application's front-end, allowing for the creation of a dynamic, responsive, and intuitive user interface for managers and dispatchers. For the mobile application, **Flutter** was the ideal choice, enabling the team to build a single, high-performance app that runs seamlessly on both iOS and Android devices, saving significant development time and resources. Finally, **AWS** was used for the cloud infrastructure, ensuring the platform's reliability, scalability, and security for a global user base.

To realize the founders' ambition of a versatile, multi-industry platform, NUS Technology architected the system as a true multi-tenant SaaS. This allowed each client organization to operate as a separate entity within the same infrastructure. They also designed and implemented a flexible workflow engine that could be customized by managers to perfectly match the specific business processes of their industry.



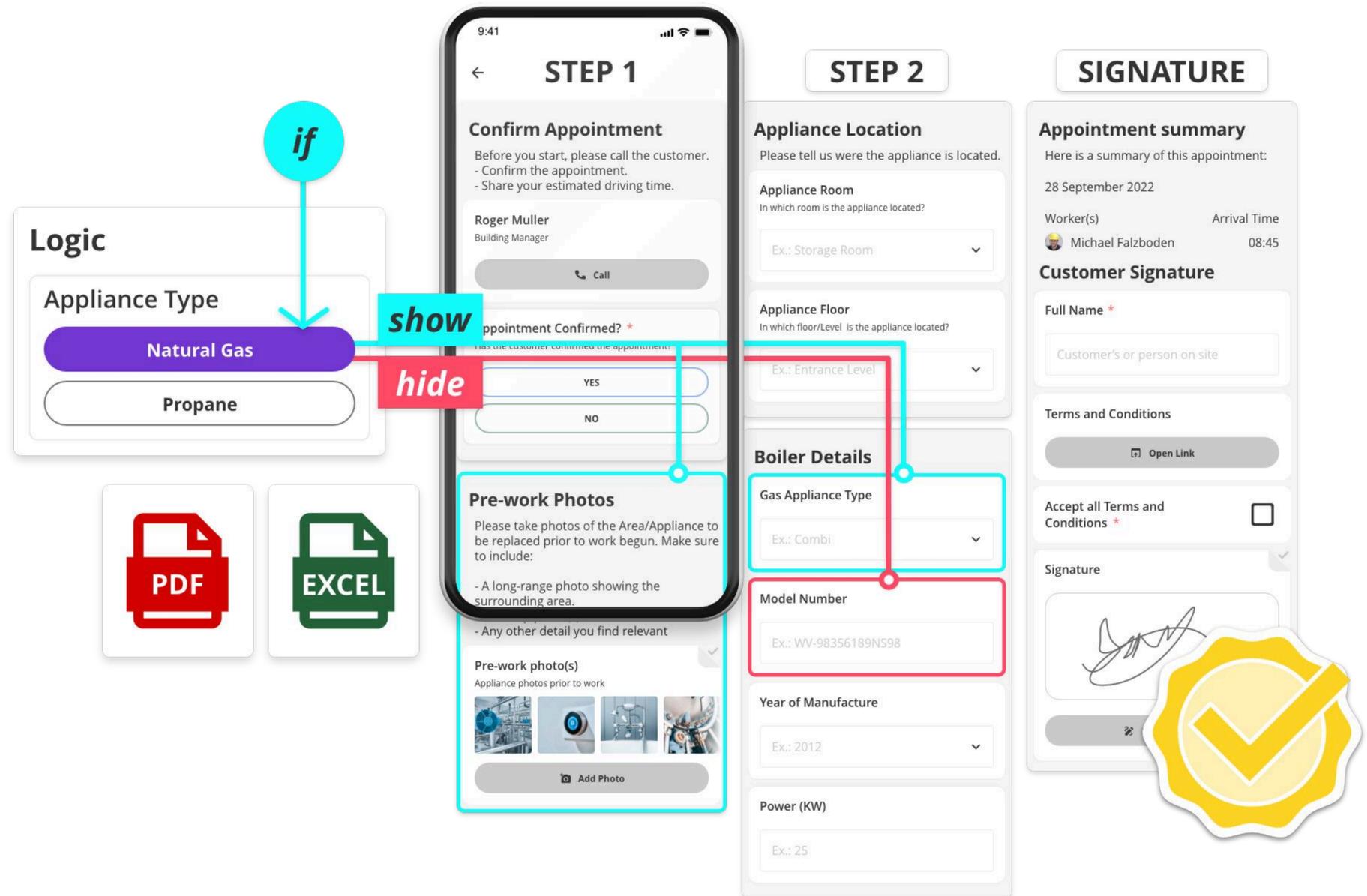


## User-Centric Design

The design philosophy was tailored to the needs of each user group. The web application, designed for managers and office personnel, was built around a powerful, centralized dashboard. This gave managers a bird's-eye view of all ongoing work orders, team locations via GPS, and key performance indicators. The user experience was focused on providing a comprehensive yet easy-to-use interface for managing complex scheduling, dispatching, and reporting tasks. In contrast, the mobile app for fieldworkers was designed with simplicity and efficiency in mind. Its interface was streamlined and focused, providing only the essential information needed for a job—such as client details, job specifications, and reporting forms. This design ensured that fieldworkers could quickly and easily access information and report their work, even in a fast-paced environment.

# Overcoming Technical Hurdles

The NUS team knew that a crucial feature for fieldworkers was the ability to operate offline, as connectivity is not guaranteed in all service areas. They engineered a sophisticated offline syncing mechanism with background intervals and a fail-retry system. This ensured that data collected in the field would be time-stamped and automatically synced with the main system once a connection was re-established, all without the fieldworker having to worry about it.



## THE RESULT

# A Next-Generation Field Service Platform

The collaboration culminated in the launch of Propmap.io, a next-generation field service platform that delivered on every promise. The new platform helped Propmap.io's clients see significant improvements, including:



### Increased Productivity

The streamlined, paperless workflows reduced administrative time for dispatchers and managers by **up to 40%**, allowing them to focus on high-value tasks.



### Enhanced Field Efficiency

Fieldworkers could access all the information they needed on their mobile devices, leading to a **25% increase** in site efficiency and higher quality work.



### Improved Cash Flow

The efficient, paperless system accelerated invoicing and payment processes, resulting in a **30% faster cash flow cycle**.

By partnering with NUS Technology, Propmap.io was able to build a robust, scalable, and user-friendly platform that is revolutionizing the field service industry. This case study stands as a testament to NUS Technology's ability to turn a great idea into a tangible, successful product.

# Conclusion

The successful partnership between Propmap.io and NUS Technology stands as a powerful example of how strategic software development can solve real-world business problems. By combining the industry expertise of the Propmap founders with the technical prowess and collaborative spirit of the NUS team, they were able to transform a vision for a more efficient workflow into a robust, scalable, and user-centric platform. This project not only showcases NUS Technology's ability to deliver high-quality, customized software solutions but also highlights their role as a true technology partner, invested in the success of their clients. Propmap.io is now well-positioned to serve a wide range of industries and continue its growth as a leader in field service management.

# Links



**Website**  
[Visit the Website](#) ↗



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**Android**  
[Get it on Google Play](#) ↗

■ TESTIMONIAL

## What Our Client Says



**Adon Buckley**  
Co-founder / Director  
Propmap.io

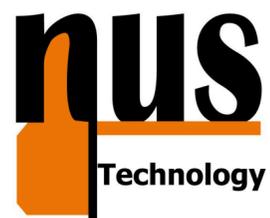
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### From Vision to Reality with NUS Technology

As a company founded by designers and builders, we had a clear vision for Propmap, but we needed a trusted partner to bring it to life. Partnering with NUS Technology was one of the best decisions we made. Their team didn't just write code; they truly understood our industry's pain points and worked with us as a strategic extension of our own team. The online collaboration was seamless, and their expertise in modern technologies like Ruby on Rails, React, and Flutter was evident in every stage. They engineered solutions for complex challenges, like offline data syncing, which was a critical requirement for our fieldworkers. The result is a robust, user-friendly platform that is already making a significant impact on our clients' productivity and efficiency. We are incredibly impressed with their professionalism and commitment.

# THANK YOU

For Reading Our Case Study



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# NUS Technology