



Task

Digital transformation consultancy / development

Industry

Trade - sport

Year

2021 onwards
- continuous improvement

Increasing efficiency through digitalization

Challenge

A key point in the UEF training process is the management of trainee user data, ID cards and training requirements, which at the start of the project was 100% paper-based. The manual process resulted in numerous errors and financial losses for the association. A further challenge was to develop a solution that would also reduce the workload of the back office.

Task

The UEF approached us with a request to digitize the process of obtaining, administration and documentation of diving certificates. We were asked to develop a solution that ensures professionalism and compliance, results in error-free operations, and significantly reduces the workload of office staff and the association's overdue debts.

Together, we were able to identify other pain points during project preparation discussions as part of a digital transformation consultancy. As a result, we are continuously developing solutions for UEF that will simultaneously strengthen their brand and give them an additional competitive advantage.



"Whilst working with 4D Soft it's become clear to us that digitisation not only reduces costs, but also allows us to deliver brand-enhancing improvements in a single investment. Based on their competences, we were able to deploy our process improvement resources with multiple efficiency."

Sándor Nagy
Managing Director



10k
diver data digitised



20k
digital diver ID card



40%
operational cost reduction



90%
time saving in the card printing process



4.9
application rating

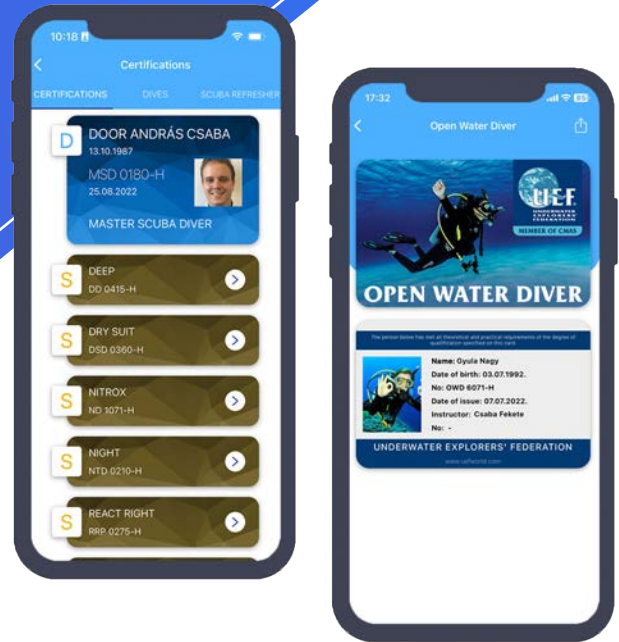


Solution

The digital transformation project was deduced into several milestones, the first of which was the development of an online diving and ID card register. By registering instructors in this system, we have reduced data cleansing, validation and the workload of office staff (as this task is now left to the instructors, digitally) in one step.

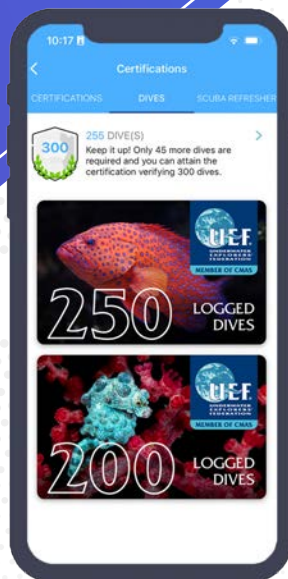
The system can be accessed online at any time and from anywhere, removing the dependency on the office and its opening hours. Thanks to digital data management, statistics and reports are available, enabling data-driven decision making at an organisational level.

The digitised processes require compliance with training/diving requirements and provide active, logged reporting on data management and credential compliance.



Processes that were previously paper-based have been automated, such as notification and disqualification processes for renewing credentials, enforcing payment of annual membership fees or registration fees - automatically ensuring that only those who meet these requirements can use the system.

As well as developing a paperless solution based on the pain points identified, we also recommended additional solutions to support sales objectives in a less direct but still effective way. The improvements have brought several innovations, not only from a technical point of view, but also from a business and communications point of view, and have enhanced the prestige of the diving association.



Digital dive number certificate

The previous 8 certification cards have been replaced by 20 beautifully illustrated ones which can be shared on social media platforms to support the organisation's external communication goals.

Certificate of speciality

With this dynamically growing family of ID cards, our goal was to give voice to the importance of the human-animal bond and our commitment to the environment.

In the ongoing partnership since 2021, we have so far developed the UEF mobile app, an instructor CRM module and digitised 17 course materials - creating business value for the diving association.



Our tasks

1. Analysis: mapping processes, data elements and data quality
2. Design: define business processes, customer journey and channels
3. IT/architectural design: system components, data storage, information security
4. CX design: user interface design, mock-up, scope finalisation
5. Implementation:
 - Background system (Microsoft .NET, MSSQL)
 - Instructor and diving web interface (both Angular, JavaScript)
 - Diving mobile applications (Android-Kotlin, iOS-Swift)
 - Technical documentation, user manual
6. Testing
7. Co-live / Deployment:
 - Training (office users, diving instructors)
 - Production deployment, migration
8. Maintenance:
 - Provision of a live operational software hardware environment
 - Operational support (along SLA)
9. Continuous improvement (product support):
 - Identification and prioritization of additional backlog items
 - Collection of user feedback
 - Competitive analysis

Technologies

