
Espresso Laundry Pty Ltd

Case Study





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Overview

Background

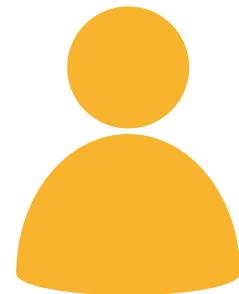
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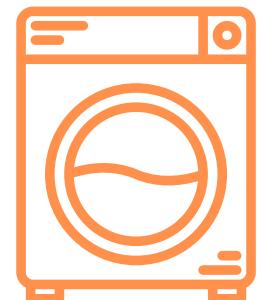
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Overview



Espresso Laundry Pty Ltd



Laundry Industry



Laundry Management System

Zoho App Used : Zoho Creator

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Espresso Laundry Pty Ltd is a modern laundry service provider known for delivering efficient, high-quality, and customer-focused solutions. The company operates with a strong commitment to reliability, quick turnaround times, and consistent service standards. Over the years, Espresso Laundry has built a reputation for combining operational excellence with a streamlined, technology-driven approach to managing day-to-day laundry operations.

As the business continued to grow, Espresso Laundry recognized the need for a more integrated and automated system to manage customer requests, service workflows, billing, and internal processes. To support their expansion and enhance service efficiency, the company sought a digital solution capable of improving operational visibility, reducing manual work, and enabling better overall management.

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Before adopting Zoho Creator, Espresso Laundry Pty Ltd faced several operational challenges that impacted their workflow efficiency and customer experience. Most of their daily operations—such as order management, tracking laundry stages, and recording payments—were maintained manually through Excel sheets. This resulted in:

- **Difficulty in tracking orders** and identifying the exact stage of each laundry item.
- **Manual effort** to update order progress, often leading to errors and delays.
- **No automated payment tracking**, making it hard to monitor received and pending payments accurately.
- **Absence of a billing system**, with no option to print professional receipts for customers.
- **Lack of customer communication automation**, especially notifications or reminders for order readiness.
- **No WhatsApp alerts**, resulting in customers not receiving timely updates to collect their laundry.

These limitations slowed down operations, created data inconsistencies, and limited the company's ability to provide a modern customer experience.

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To address these challenges, NYN IT Solutions developed and implemented a fully customized application using Zoho Creator, transforming the way Espresso Laundry manages its operations. The solution provided by NYN IT Solutions introduced a more streamlined, automated, and professional workflow. Key features delivered include:

- **Efficient Order Management** built by NYN IT Solutions, offering a clear and structured view of each order and its current stage in the laundry cycle.
- **Automated Workflow Tracking**, allowing staff to instantly update and monitor every stage from collection to delivery with minimal effort.
- **Simplified Payment Tracking**, designed to easily view received and pending payments for each order.
- **WhatsApp Automation**, implemented to send instant notifications to customers when their laundry is ready for pickup—improving communication and reducing delays
- **Thermal Receipt Printing**, enabling professional, branded receipts that enhance the business's image and customer experience.
- **Centralized Data Management**, ensuring all order and payment information is stored securely and accessed effortlessly.

Through these enhancements, NYN IT Solutions delivered a powerful, user-friendly, and scalable system that elevated Espresso Laundry's operational efficiency and customer service standards.

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The introduction of Zoho Creator brought measurable improvements to Espresso Laundry's operations. The business now enjoys:

- **A faster and more organized order workflow**, reducing turnaround time.
- **Higher accuracy** in tracking laundry status and payments.
- **Enhanced customer satisfaction**, thanks to timely WhatsApp alerts and professional printed receipts.
- **Reduced manual work**, allowing staff to focus more on service quality than paperwork.
- **A more professional brand image**, helping the business stand out from competitors.
- **Better decision-making**, supported by clean, real-time data stored in one centralized platform.

Overall, the digital transformation significantly improved both internal efficiency and customer experience.

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NYN IT Solutions successfully transformed Espresso Laundry's manual workflow into a fully automated and efficient system using Zoho Creator. Our tailored solution streamlined order tracking, improved payment visibility, enabled automated customer communication, and enhanced the overall operational efficiency. The client is highly satisfied with the results, and the new system has significantly improved their day-to-day operations. This project stands as a strong example of NYN IT Solutions' ability to deliver practical, impactful, and scalable digital solutions for growing businesses.



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