



# CASE STUDY

Reducing submission time from 5 minutes to 30 seconds



## Context

Nedo is a rapidly growing company that deals with purchasing, renting, and managing massage chairs and spaces for them in commercial places. They faced a challenge related to the time-consuming process of entering inquiries and complaints into their application.



## Challenge

The client approached us with a problem related to the long process of entering cases from phones into the application. This process took them up to 5 minutes, which led to delays in processing inquiries and dissatisfaction of customers.

## Solution

With HeyCloud's support, the time spent entering inquiries from phones into the Nedo application has been reduced from 5 minutes to just 30 seconds. This translates into greater work efficiency, better customer service, and increased satisfaction with using Nedo's services.



## Result

HeyCloud specialists developed an innovative approach aimed at optimizing the process of entering data into the application. By creating a dedicated flow, we enabled faster processing of inquiries and complaints.

## ABOUT COMPANY



Nedo24 is a company that has been selling and renting massage chairs to individual clients and companies for years. Their seats are technologically advanced, adapted to everyday use and they work great both at home and in the relaxation zone arranged in a corporation.