ServeEase is an online service platform that allows users to easily locate and hire verified local workers for different household services

Ms. Akshata Bulla[1], Ms. Vaishnavi Ganiyar[2],
Ms. Chandrika Janaki[3], Ms. Sakshi Taddewadi[4], Ms. Gauri Waghole[5],
Mr. Kashinath Chormale[6], Ms. Rachana Durshetti[7]

[1,2,3,4,5](Student, Department of Information Technology, Shri Siddheshwar Women's Polytechnic Solapur, Maharashtra, India.)
[6,7](Lecturer, Shri Siddheshwar Women's Polytechnic Solapur, Maharashtra, India.)
(Email: akshatabulla5@gmail.com)

Abstract:

ServeEase is a platform that helps people find workers who can do things like fix pipes do electrical work and clean houses. This platform lets people look for workers book them and see what they are doing in time. The workers are checked to make sure they are trustworthy. ServeEase wants to make it easy for people to find workers and for workers to find jobs.

Keywords — **Service Booking System, Local Service Providers, Mobile Application, User Interface, Real-Time Tracking.**

I. INTRODUCTION

People often have trouble finding workers for jobs like plumbing, electrical work, cleaning, carpentry and home repairs. Most people ask friends, neighbors or local contacts for recommendations, which takes time and does not always work out well.

Sometimes workers show up late do not have the skills or charge too much which is frustrating for customers. With more people using smartphones and the internet online platforms are helping to solve these problems. They let users quickly find and connect with service providers online. However, many people still have issues like verifying workers contacting them or knowing where they are.

ServeEase solves these problems by letting users find workers view their profiles read reviews from other customers and easily book services. The platform also tracks workers in time which makes things more transparent and reliable. ServeEase also helps service providers who often struggle to find customers or manage their work. The platform lets them create profiles receive job requests manage schedules and expand their business. ServeEase has features like secure login, booking services, verifying workers tracking in real-time, ratings and reviews and secure payment options.

These features build trust, between customers and service providers. ServeEase makes it easier, safer and faster for people to hire workers. It also helps service providers get jobs and increase their income.

This helps to get things done faster. It also makes our system more dependable.

II. LITERATURE REVIEW

People usually have a time finding workers for jobs like plumbing, electrical work, cleaning, carpentry and home repairs. When people need workers for plumbing or electrical work or cleaning or carpentry or home repairs they often ask friends, neighbors or local contacts for recommendations, which takes a lot of time.

Local service booking platforms have some problems though. Some of these platforms do not let people track where the workers are in time. Some local service booking platforms also do not check if the workers are trustworthy which can be a problem, for people using these local service

booking platforms because it can make them feel unsafe.

We need a system. The ServeEase platform is supposed to fix these issues by giving us verified workers making it easy to book services and letting us track where they are in time. This makes things safer and easier, for people who use the ServeEase platform. The ServeEase platform is what we are talking about here.

III. PROBLEM STATEMENT

Finding service providers like electricians and plumbers and cleaners and carpenters for home services is really tough for a lot of people. People usually ask their friends or family or neighbors for help to find someone. This does not always work out.

These workers are not around when we need them and that makes things late. We get really upset when this happens.

Another thing that is really bad is that we do not know if these workers are good, at what they do. It is hard to know if we can trust these workers to do their job. Also when we book a worker we do not know where they are and when they will come to our home.

At the time electricians and plumbers and other service providers have a hard time finding people who need their help and managing their work.

Without a website it is hard for people and service providers to talk to each other and paying them is not always safe.

So we need a website that we can trust where people can find workers in their area and see what other people think of them and track where they are and book them easily and pay them safely.
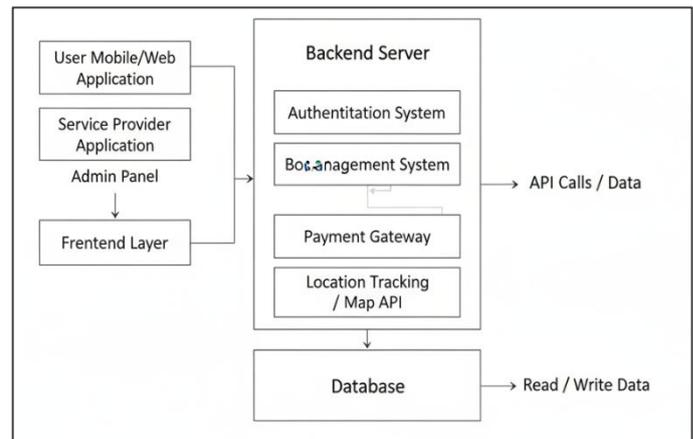
This kind of website can make it easier and safer and faster for people to find service providers like electricians and plumbers and for these workers to find people who need their help. It makes the whole process better, for everyone.

IV. SYSTEM ARCHITECTURE

The ServeEase system is made up of a main parts that work together. It has a client and a server. This means that the ServeEase system is like a team that includes people who use the system people who provide services and people who manage

everything. The ServeEase system has a lot of parts like the applications that people use the frontend layer that users see the backend server that does all the work and the database that stores all the information.

People who use the ServeEase system can get to it with their phones or computers. The people who provide services use an application to manage what they do. The people in charge use a panel to control everything. When people use the ServeEase system they talk to the frontend layer. The frontend layer then talks to the backend server. The backend server does all the work like making sure people are

who they say they are managing bookings handling money and tracking where people are. The ServeEase system stores all the information it needs in the database. This includes things, like who the usersre what bookings have been made and who the service providers are. This helps the ServeEase system run well and stay safe. The ServeEase system uses the database to keep everything

Figure 1. ServeEase Platform Architecture

working. The ServeEase system is designed to be efficient and secure.

Figure 1 shows what the ServeEase platform looks like. When you use ServeEase you can get to it with the User Mobile or Web Application. Service providers use the Service Provider Application and people who manage the system use the Admin Panel. All of these things talk to the Frontend Layer. The Frontend Layer then sends requests to the Backend Server.

The Backend Server does all the jobs. It makes sure you can log in safely with authentication. It helps with booking management so service requests are handled properly. It has a payment gateway so you can make transactions. It can even track where you are with a map. The Backend Server talks to the database. The database stores everything like information about users, details, about service providers and records of bookings. This way everything works together smoothly in the ServeEase platform. The ServeEase platform is safe and easy to use because of this architecture.

V. WORKING METHODOLY

The ServeEase platform works in a simple way. It shows how people who need services the people who provide these services and the people in charge all work together to get something done. The platform makes it easy for people to find service providers like electricians, plumbers, cleaners and carpenters who're near them.

First you have to sign up and log in to the ServeEase platform. Then you can see what services are available and pick the one you need. Once you choose a service you can book a worker and the ServeEase platform sends your request to the service providers who're available.

The service provider gets your request. Can manage their own profile on the ServeEase platform.. This makes everything more transparent and reliable.

The person in charge of the ServeEase platform keeps an eye on everything that is happening and checks the service providers to make sure trustworthy people are working on the platform. This helps keep the ServeEase platform safe and makes sure the services are good.

Figure 2. ServeEase Working Methodology

Figure 2 shows us the ServeEase system workflow. It tells us how users and service providers and administrators work with the ServeEase system.

The ServeEase system process is like this: users register and login, to the ServeEase system then they select a service, book a worker track the worker in time make a secure payment and rate the service provider after the service is done.

The administrator of the ServeEase system has to watch what is happening on the ServeEase system and check the workers to make sure the ServeEase system is reliable and secure.
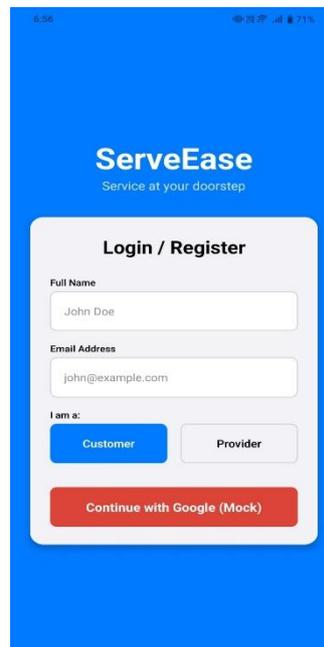
VI.RESULT/OUTPUT

Figure 3 & Figure 4.Registration page of ServeEase system

VII.CONCLUSION

ServeEase introduces a modern solution for booking local service workers through an online platform. The system enables users to search, select, and book verified workers quickly and efficiently. The integration of real-time tracking and secure worker profiles increases user trust and service transparency. In addition, the platform helps local workers gain better visibility and job opportunities. The inclusion of women workers is really good
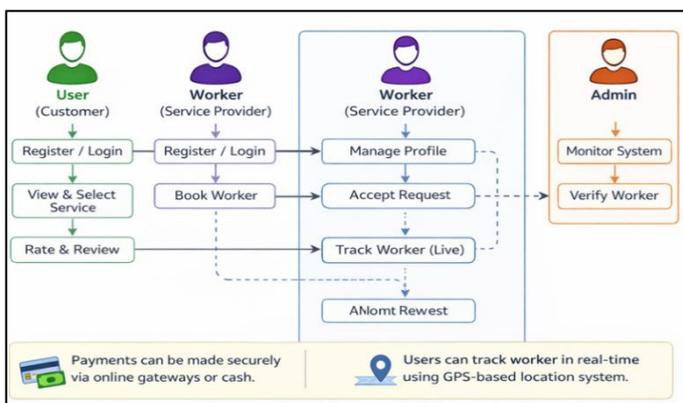
because it helps women workers have a say, in the workforce.

ServeEase is a service that helps people book things they need every day. It is easy to use and gets the job done so people can trust it to work well.

VIII.ACKNOWLEDGEMENT

The authors want to say thank you much to the Head of Department Dr. Neeta S. Alange, for the ServeEase project. They really appreciate her help. The way she encouraged them when they were working on the ServeEase project. The authors are very thankful to Dr. Neeta S. Alange for what she did, for the ServeEase project.

The authors also thank Mr. Kashinath Chormale, Guide, and Ms. Rachana Durshetti, Co-Guide, for their continuous guidance, technical suggestions, and motivation throughout the development of the ServeEase online service platform. Their support greatly helped in the successful completion of this work.

XI. REFERENCES

1. *M. Meena, H. K. Harikes and A. Raja, "Online Appointment Booking an Patient Management System," International Journal of Innovative Research in Science, Engineering and Technology, vol. 14, no. 5, 2025.*

2. *S.K Pandey, S. Khushwaha, U.P Singh, S. Hari and R. K. Rai, "A Comprehensive Approach to Home Service Booking System Development in a Django web application," International Journal of Research – GRANTHAALAYAH, vol. 13, no. 4, pp. 281–289, 2025.*

3. *S. Singh, P. Pandey and D. Kumar, "Design and Development of an AI-Powered Online Doctor Consultation and Booking System," International Journal of Scientific Research in Science, Engineering and Technology, vol. 13, no. 1, pp. 262–279, 2026.*

4. *V. Gaur, "Understanding What Drives People in India in Choosing Online Booking Systems," Asian Journal of Management and Commerce, vol. 4, no. 2, pp. 177–184, 2023.*

5. *G. Singh, V. Duggal and T. Gulati, "Study of Tourism and Online Booking System of Hotels and Guides," EasyChair Preprint 4866, 2021.*

6. *S. K. Pandey, S. Kushwaha, U. P. Singh, S. Hari and R. K. Rai, "A Comprehensive Approach to Home Service Booking System Development in a Django Web Application," International Journal of Research – GRANTHAALAYAH, vol. 13, no. 4, pp. 281–289, 2025.*

7. *S. K., A. Singh, G. Kumar, V. Kumar and M. T. R., "Online Service Booking Platform with Payment Integration," International Journal of Information Technology, Research and Applications, vol. 2, no. 2, pp. 41–46, 2023.*