

CASE STUDY

FIRST INTUITION



BACKGROUND

First Intuition is an award-winning training provider which delivers a range of classroom and online accounting exams through a network of study centres across the UK. Back in May 2017, they were looking for a booking system that will allow their customers to self-manage their bookings.



Industry:
Training/Course



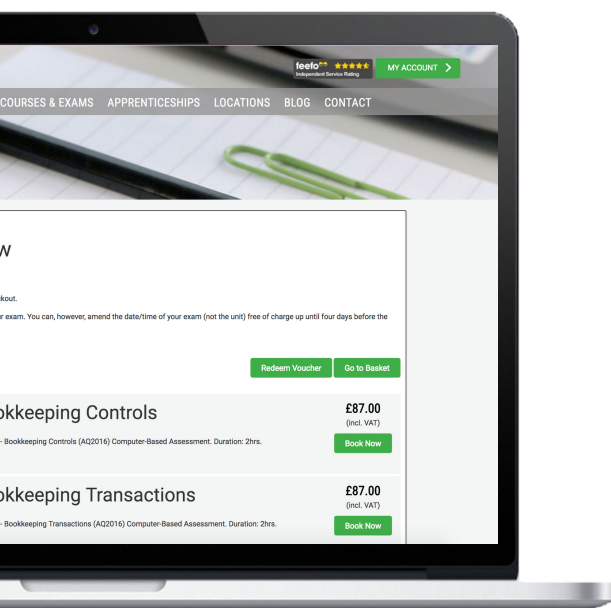
Dates:
Since October 2017

CHALLENGES AND NEEDS

- First Intuition was looking for a booking system which will allow their customers to manage their own bookings and payments through an account.
- They are looking for ways to reduce the amount of admin work needed in order to manage their bookings.
- It is currently a long process for a customer to rearrange their exam date - this can be a big inconvenience to them
- They wanted to take online payments for their bookings, and allow customers to purchase 24/7 and on any device.

OUTCOME AFTER USING BOOKINGLIVE

- After implementing an online booking system, they were able to improve the way they managed cancellations. Customers were able to go into their MyAccount and make any amendments themselves. This means they are able to instantly alter their exam date without having to wait for office hours or a response from staff members.
- They were able to remove all manual administration from the process, saving them hours of work each week
- We were able to integrate their system with SagePay, allowing them to take online payments.



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PRODUCT SELECTION

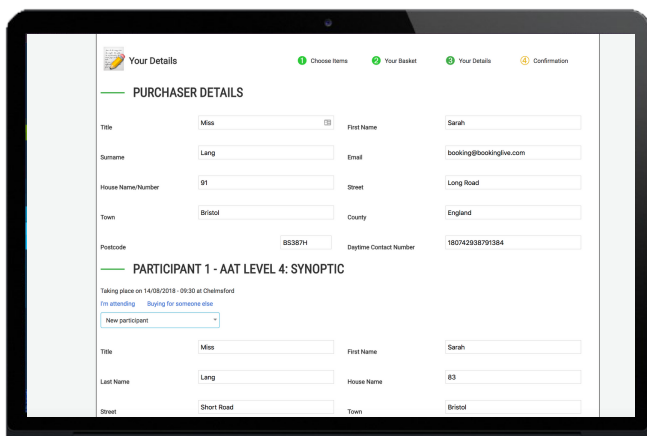
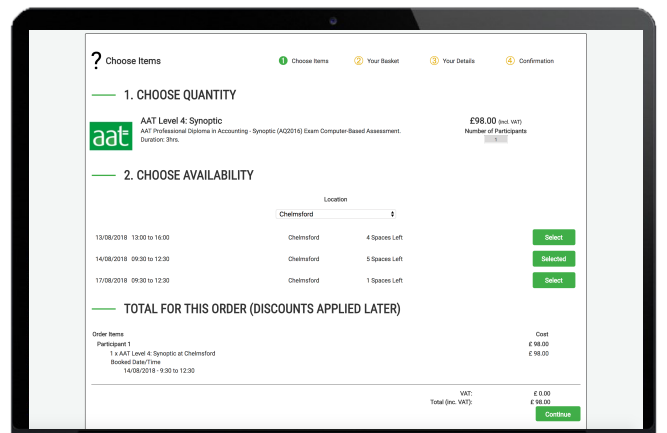
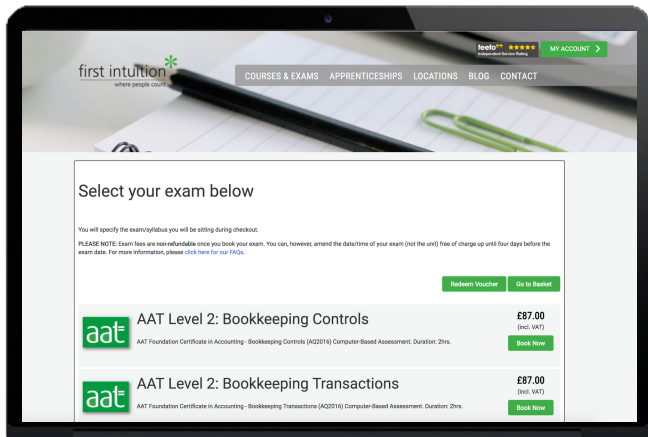
When a customer lands on their booking system they'll have the option to choose from a variety of courses that are available.

TIME SELECTION

After the customer selects a course, they will then have to select a time and date they would like to attend.

DATA CAPTURE

Once they have chosen what course and a suitable time to attend - they will have to fill in a data capture form. The form can be customised to collect the data you desire. Once this is complete they'll receive an email confirmation.



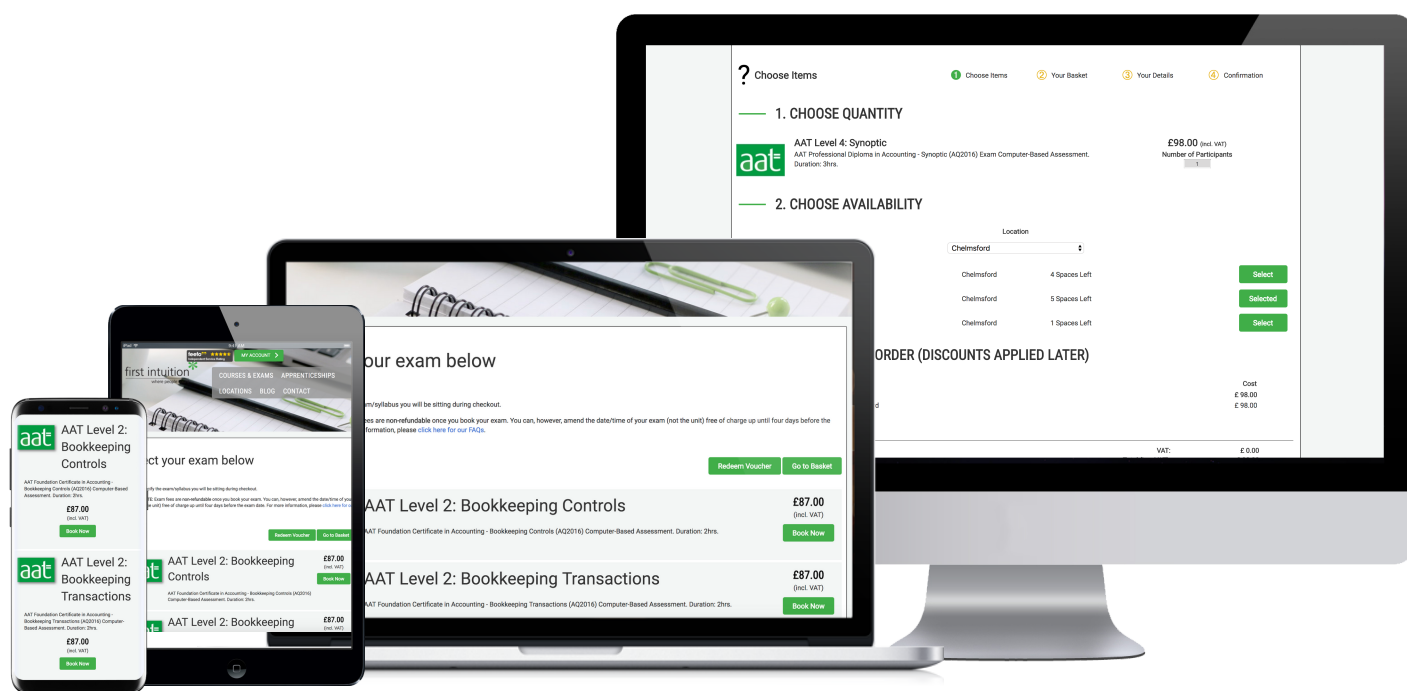
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MULTI DEVICE PLATFORM

A truly multi-device platform designed for the highest quality customer experiences. Allowing your customers the convenience that they expect and demand.



TESTIMONIAL

"BookingLive has helped completely revolutionise the way we take exam bookings. The online system allows our students to book, amend and cancel their exams 24/7 on any device, saving us precious admin time and resource. Our students are happy that they can book their exams at a time that is convenient to them, without needing to contact someone in office hours. Overall, we are extremely pleased we decided to jump on board with BookingLive!"