

An Online Scheduling Solution For Class Scheduling & Space Rentals

How Mosaic Erie uses SuperSaaS to increase their business
by automating the space rental and workshop bookings



COMPANY BACKGROUND

[Mosaic Erie \(MoE\)](#), established in October 2017 by Chris and Christine, was started as a group photography/videography studio to solve the problem of renting space for specific period of time. MoE's main motive was to utilize every foot of the common space with maximum capacity and enable businesses in their community to benefit from this space.

MoE began by selecting a [common space](#) and offering that space for different individuals, entrepreneurs, artists, photographers, independent ventures, etc. providing them opportunities to execute their projects, complete their work in a friendly environment and in planning classes and workshops.



CHALLENGES

Within weeks of starting up, MoE started receiving a lot of queries regarding room availability, rental pricing, booking procedure, class timings & capacity, etc. These queries were similar and recurring, and MoE required someone to be available all time to answer these queries. The system for scheduling classes for students was also done manually through the telephone or via email.

With increasing bookings and appointments to manage, it became tedious and time consuming for MoE to keep track of multiple schedules and student details. In case a class was to be confirmed, rescheduled or cancelled, one had to go through the manual system of creating a mail and searching for the right students.

In both cases, the manual scheduling process was too cumbersome and difficult for everyone to manage. Finally, Chris decided that MoE required to automate the process and create a system through [SuperSaaS](#) which allows students to [schedule their classes/workshops](#), get required information online and also allow individuals to check space availability and book at their own convenience.

Challenge

- Beautiful space available for use for different businesses in the community
- Small business owner wants to create class schedule and allow users to schedule the classes
- Limited seat availability for each class
- Accept online payment for each session with separate pricing

Solution

- SuperSaaS Resource Schedule for Space Renting
- SuperSaaS Capacity Schedule for Class Booking

Why SuperSaaS?

- Versatility
- Type of schedule flexibility
- Self-help resources

Results

- Automated Bookings
- Saving 3-5 hours manual work hours on average weekly
- 24/7 available booking system for students & individuals



THE SUPERSAAS SOLUTION

UNDERSTANDING THE REQUIREMENTS

The first step in the process is to have a basic understanding of the schedule requirements. In this case, MoE is looking for two separate schedules i.e. first a space rental schedule to allow individuals to book the common space and second class booking schedule for students to book their seat for the classes and workshops.

DECIDING THE SCHEDULE TYPE

a) **Resource Schedule:** The [resource schedule](#) allows people to book the one-on-one appointment with a person, an item or specific space. This schedule type works well for meeting room bookings, [therapist booking](#), etc. and offers several appointment types and lengths in a drop-down menu. The space available for reservation is a limited resource available for specific time-slots, and hence, MoE selects a [resource type schedule](#) for space rental schedule to allow users to book the shared space.

You can check out a [demo SuperSaaS resource schedule here](#).

b) **Capacity Schedule:** [Capacity schedule](#) is suitable when you want to create a schedule for more than one event where each event has different components that can be selected separately. This schedule type works well for group events such as [fitness classes](#), yoga classes, group excursions, corporate training sessions, etc. hence MoE creates a capacity schedule for classes and workshops which allows multiple students to make bookings simultaneously for the given class/workshop.



“We were looking for a flexible solution to automate our process when we came across SuperSaaS. SuperSaaS is easy to setup, versatile in providing features in a cost-effective way.”

 -Chris, Founder Mosaic

SuperSaaS has friendly and quick customer support which helps in swift resolution of queries.



BOOKING PROCESS

Once the type of schedule is setup MoE proceeds to set up the complete user process for space rental booking calendar. The [booking process](#) for an external user appears as shown in the figure below:

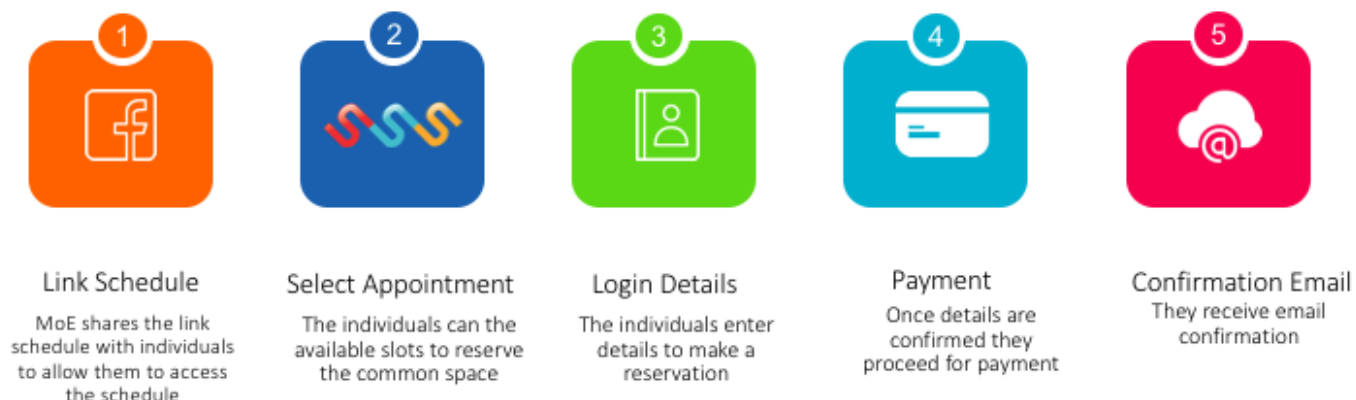


Figure 1: Schedule process for space rental booking

Should the users be permitted to make repeated bookings or not? Are the users allowed to be waitlisted in case a reservation stands canceled? What are the business opening hours? Do bookings require payment or approval? Can the user apply the discount code to get offers? Should new appointments be confirmed? To whom? How often do you share reminder and follow-up emails? Where is the user be redirected once the booking is complete? SuperSaaS offers fine-grain control over each of these aspects of the [booking process](#), and MoE answers many of these questions to create a well-defined process flow for their SuperSaaS calendar.

Once space rental schedule is customized, MoE proceeds to create the second calendar for scheduling classes and workshops with students. This calendar schedule allows students to book the classes and workshops as listed by Mosaic Erie. The booking process for booking classes appears below:

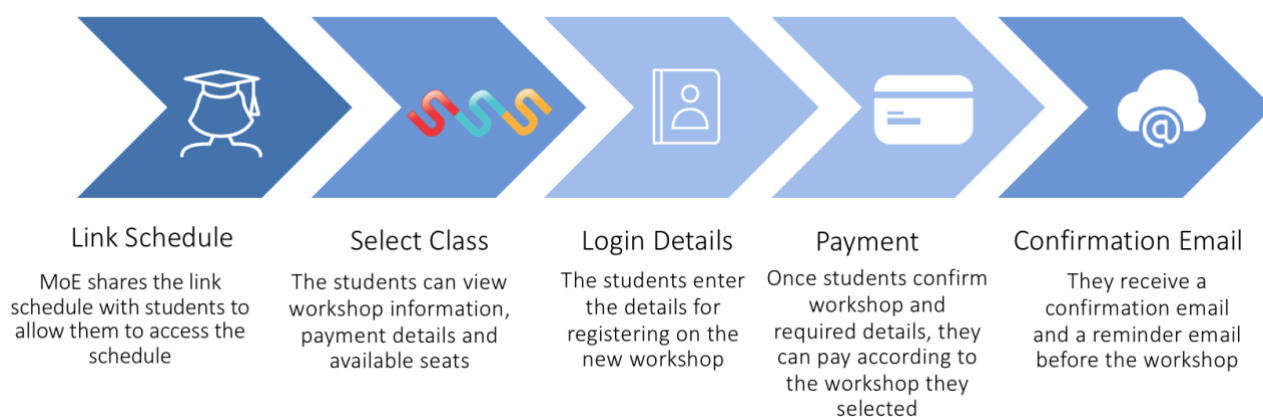


Figure 2: Booking process for scheduling classes/workshops

Should the classes repeat daily, weekly, bi-weekly, monthly by date or monthly by day basis, all until a particular end date? What is the upper limit for each class/workshop? MoE ask these questions to create a more [personalized](#) schedule.

PAYMENT

In order to set up the payment section, MoE has to now decide if they want to accept payments immediately upon booking or at a later stage and what rules they want to create in order to calculate those prices (depending on booking related criteria such as length of appointment and time of day or based on some other pre-defined rules). SuperSaaS allows [multiple options](#) and [high customization](#) even for the payment options.

MoE decides to set up the collection [mode as online payment](#). In the space rental calendar, prices vary depending on the day and length of appointment, while in classes/workshop schedule they depend on the type of class/workshop. With SuperSaaS MoE also offers packages for specific items in addition to exclusive [discounts and promotions](#) for a limited period to attract new customers.

EXTERNAL VIEW

Once the account set-up is complete, MoE [test the schedule](#) and once the external view is satisfactory and according to requirements, it is ready to be shared with the external world.

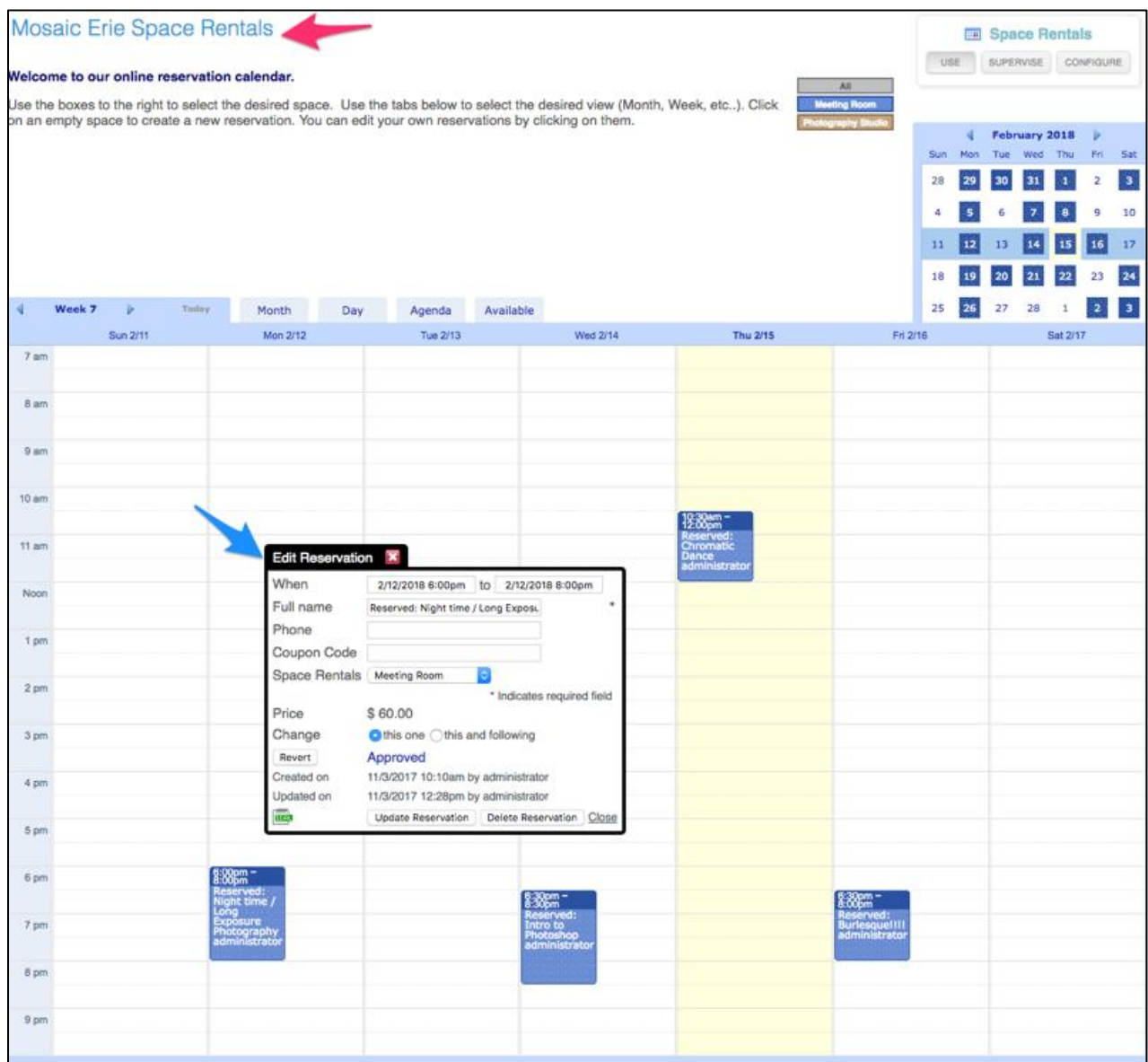


Figure 3: Mosaic Erie external schedule view

SHARE

MoE shares the events through a link to their calendar on the facebook page.

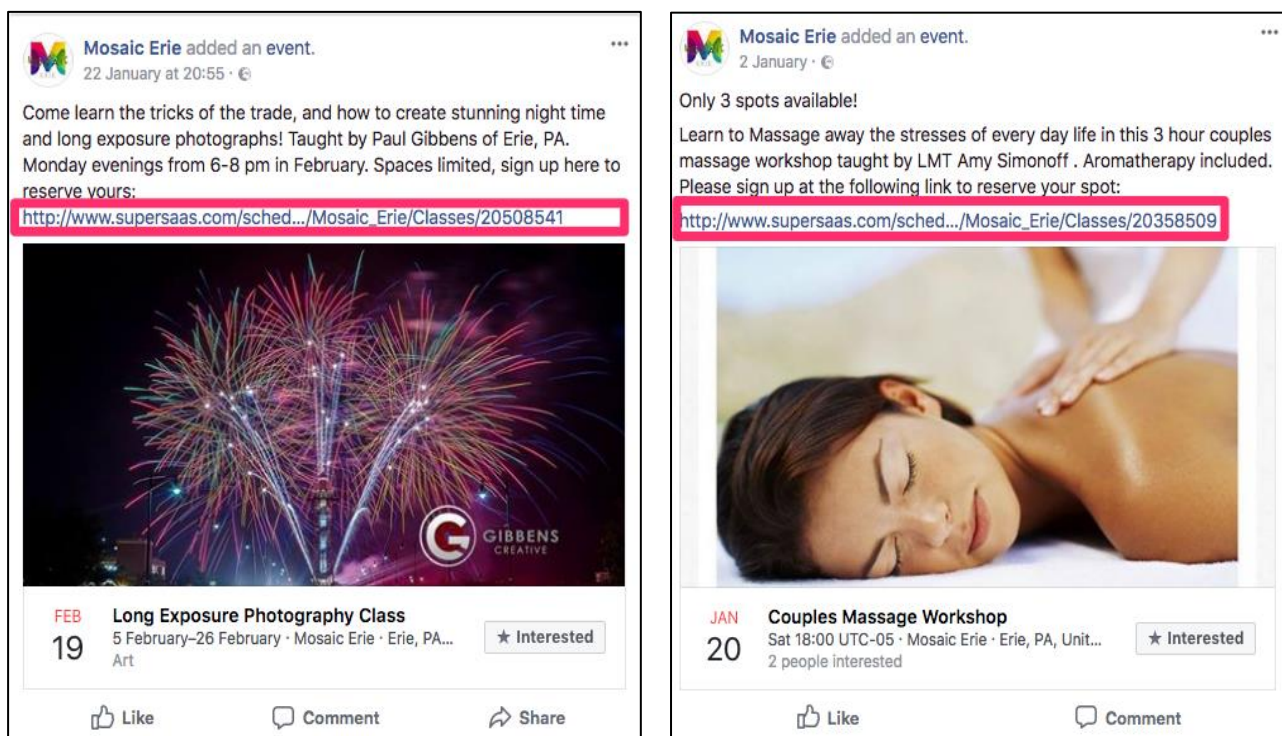
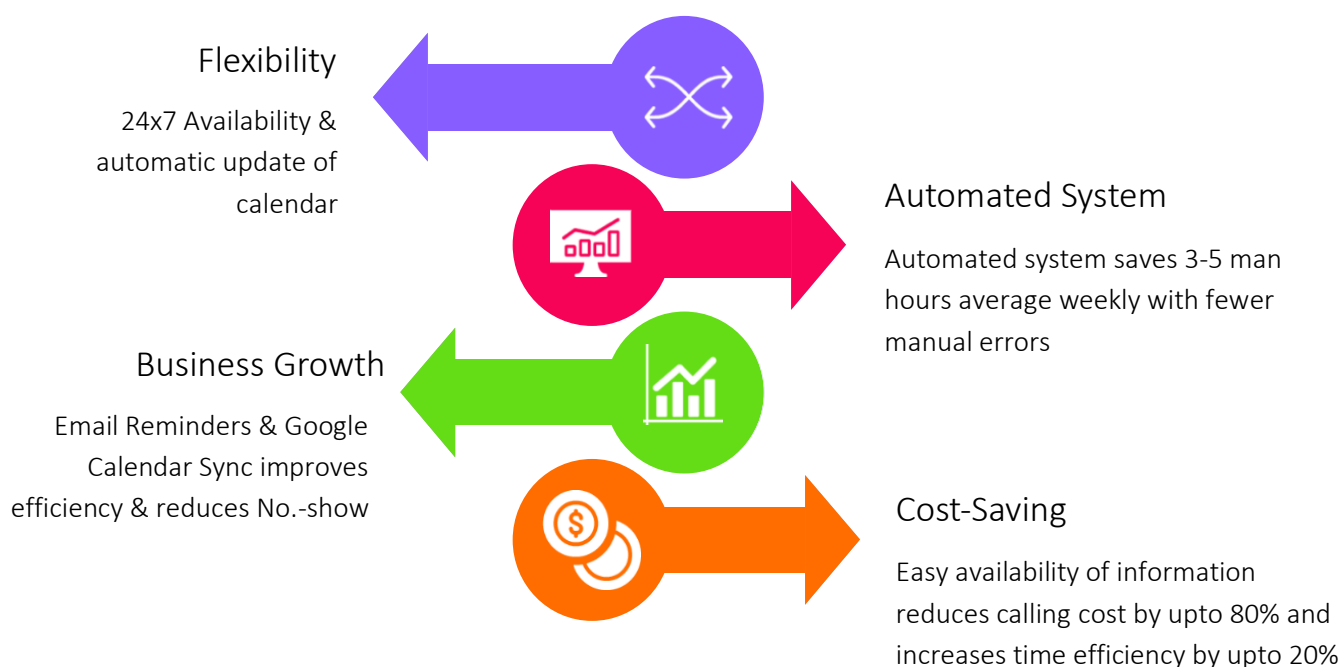


Figure 4: Mosaic Erie shares events to be booked through SuperSaaS calendar`

With SuperSaaS you can also integrate your calendar in your [website](#) and on your [facebook page](#). Also, you can easily sync your bookings to your google calendar.

BENEFITS TO MOSAIC ERIE



Space rental booking process and class scheduling process for Mosaic Erie is now far more efficient and convenient with the use of SuperSaaS software. After using SuperSaaS, the system has become very easy to use for the admin, for the individuals/businesses and also for the students. The email reminder and google calendar sync allow users to receive timely reminders and hence, increases attendance for the classes and feels more professional. The system was ready to use within a few hours, and Chris and Christine have been now able to focus more on their primary responsibilities. They now have more time available for other essential work and a dependable, effective system with SuperSaaS.

These significant time savings also equate cost savings. The students also enjoy a convenient booking system, as they can book their time to decide about attending the class that they want and schedule appointments 24 hours a day, and no longer restricted to standard office hour availability.

Chris says, “the versatility of the system and easily customizable features are perfect and available at very reasonable prices” and that they want to discover more features of SuperSaaS as their business grows.



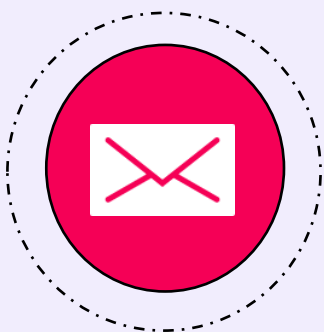
ABOUT SUPERSAAS

SuperSaaS is an online appointment scheduling application which is flexible and easy to use with highly customizable features. Some of the critical features of SuperSaaS include quick & hassle-free bookings, user-friendly customization, integration with google calendar, outlook and your website, payment processing, creating the invoice and mobile compatibility.

The top-rated feature by our customers is our friendly customer support.

SuperSaaS can be used by [HR professionals](#), [schools](#), [universities](#), sports clubs, photographers, therapists, [medical institutions](#), [pet care institutions](#), coaching and similar instruction-based businesses, yoga teachers, cooking schools, tours and travels businesses, auto maintenance, fitness and recreation businesses, hotel/guest bookings, financial services and much more.

[Sign up](#) today to find out more about how SuperSaaS can benefit your business!



Questions for us?

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