



6ix Media SA
DESIGN STUDIO

PRODUCT SPECIFICATION

Callout

On-demand services marketplace

Matches customers with plumbers, electricians, cleaners and trades, with job posting, quotes, vetting, scheduling and payment released on completion.

Pretoria, South Africa · China

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On-demand services marketplace

Matches customers with plumbers, electricians, cleaners and trades, with job posting, quotes, vetting, scheduling and payment released on completion.



The problem

- Customers cannot tell a good tradesman from a bad one
- Providers waste days quoting jobs that were never real
- Payment disputes happen after the work is already done



Who it suits

- Home services and trades directories
- Facilities management companies
- Property managers with a supplier panel
- Municipal or estate service networks



How you earn

- Commission on completed jobs
- Lead fees per quote sent
- Provider subscription tiers
- Featured placement by area

Who uses it

Each role sees a different interface. Designing them separately is what keeps each one simple.

Customer

- ✓ Posts a job with photos
- ✓ Compares quotes
- ✓ Books a time
- ✓ Releases payment when done

Provider

- ✓ Sets services and areas
- ✓ Quotes on matching jobs
- ✓ Manages a diary
- ✓ Gets paid on completion

Admin

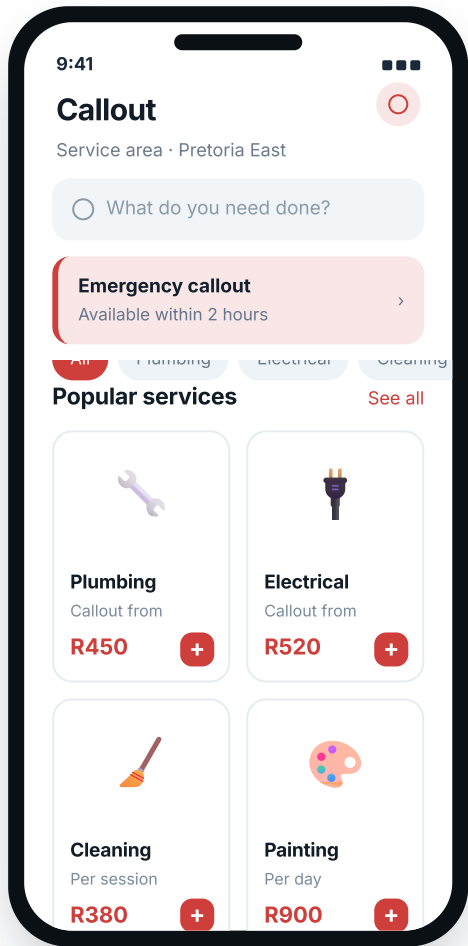
- ✓ Vets providers and documents
- ✓ Sets commission and lead fees
- ✓ Handles disputes
- ✓ Monitors quality

**PROPERTY MANAGER —
OPTIONAL**

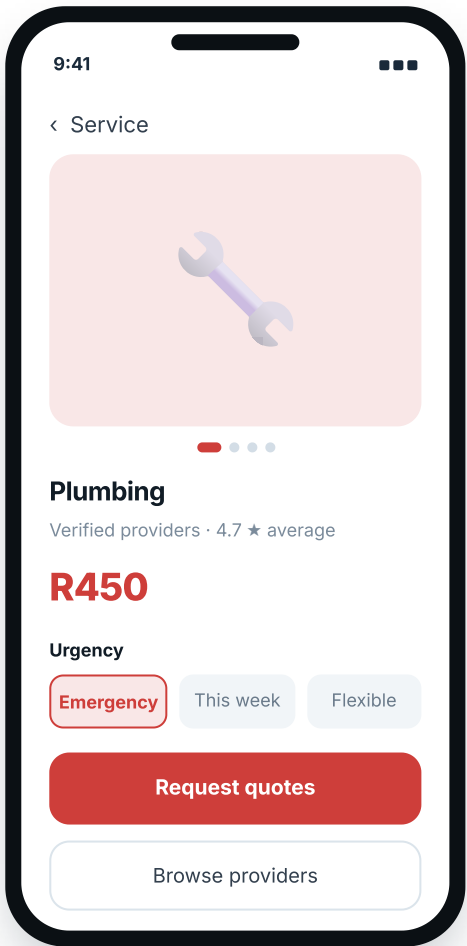
- ✓ MANAGES MULTIPLE SITES
- ✓ APPROVED SUPPLIER PANEL
- ✓ CONSOLIDATED INVOICING
- ✓ JOB HISTORY PER PROPERTY

Customer app

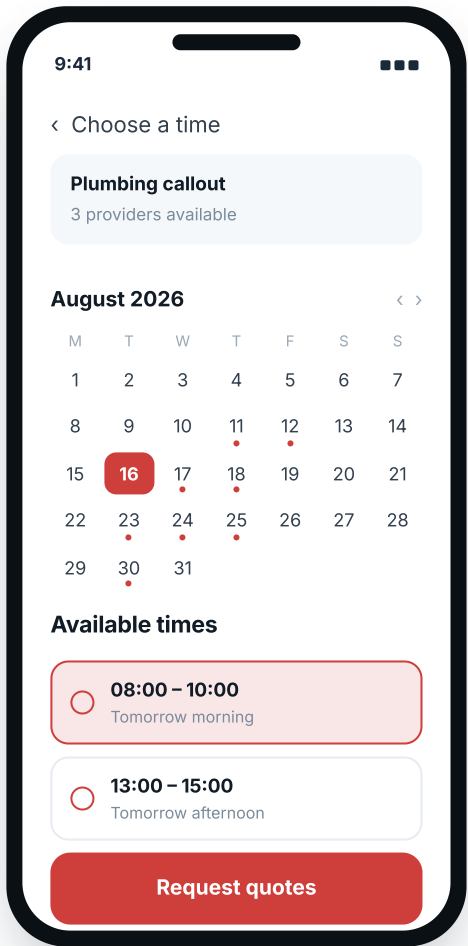
Three of the customer screens. Built for one-handed use, and for a phone on mobile data rather than office wifi.



Home
Search, categories and highlights



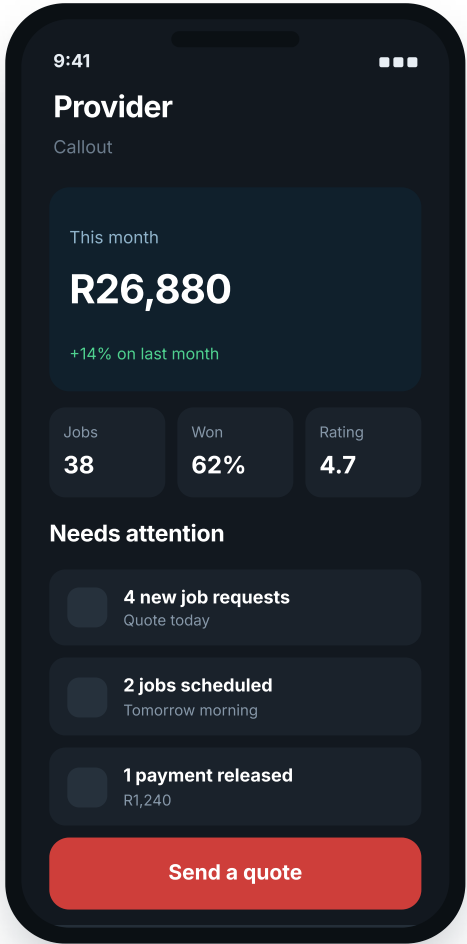
Detail
Options, pricing, main action



Availability
Calendar, times, confirm

Provider app

The supply side runs from a phone. Most people on a platform like this do not sit at a laptop.

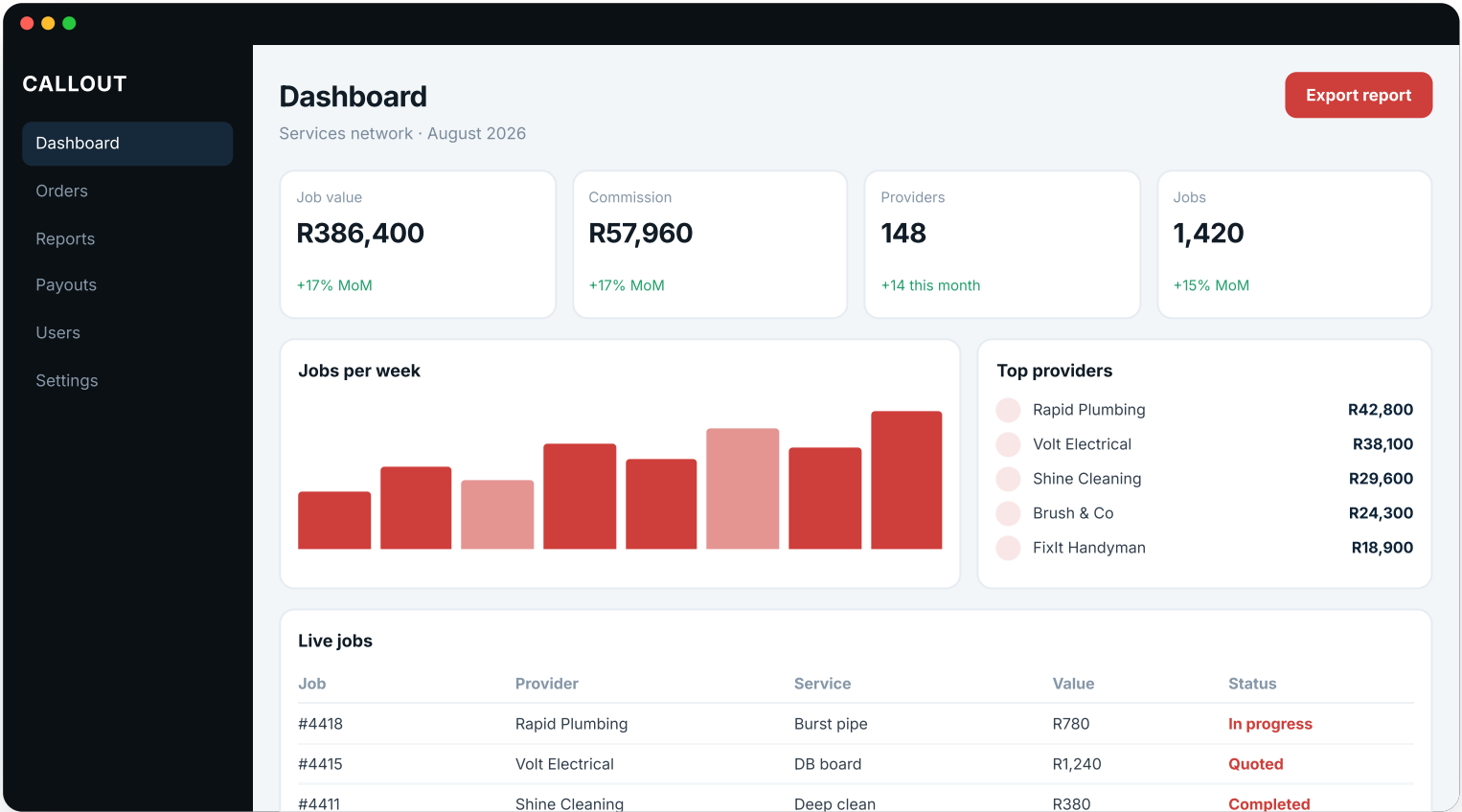


Provider dashboard

Earnings, jobs to action, alerts

Admin dashboard

The operator's view. Revenue, top performers and live activity in one place.



What gets built

Every module below is included in the standard build. Anything outside this list is quoted separately before it starts.

Job posting

- + Description with photos
- + Category and urgency
- + Address and access notes
- + Budget indication

Quoting

- + Providers matched by area
- + Quote with breakdown
- + Questions before quoting
- + Quote expiry

Vetting

- + Document upload and checks
- + Trade registration
- + Insurance certificates
- + Background verification

Scheduling

- + Provider diary
- + Confirmation and reminders
- + Reschedule handling
- + On-my-way notifications

Payments

- + Held until job completion
- + Release on customer sign-off
- + Milestones for larger jobs
- + Dispute hold

Admin

- + Provider approval queue
- + Commission and lead fees
- + Quality and complaint tracking
- + Reporting

How it is built

Chosen for hosting cost and for how easily you can find a developer later. Nothing exotic.

Front end

> Next.js and React

> Tailwind CSS

> Server rendered for search

> Installable web app

Back end

> Node.js API

> PostgreSQL database

> Object storage for images

> Background jobs

Mobile

> React Native, one codebase

> iOS and Android together

> Push notifications

> Offline handling

Integrations

> PayFast, Yoco, Ozow

> SMS and email

> Maps where needed

> Analytics

Hosting

> Standard cloud hosting

> Scales with traffic

> Daily backups

> SSL and patching

Handover

> Source code is yours

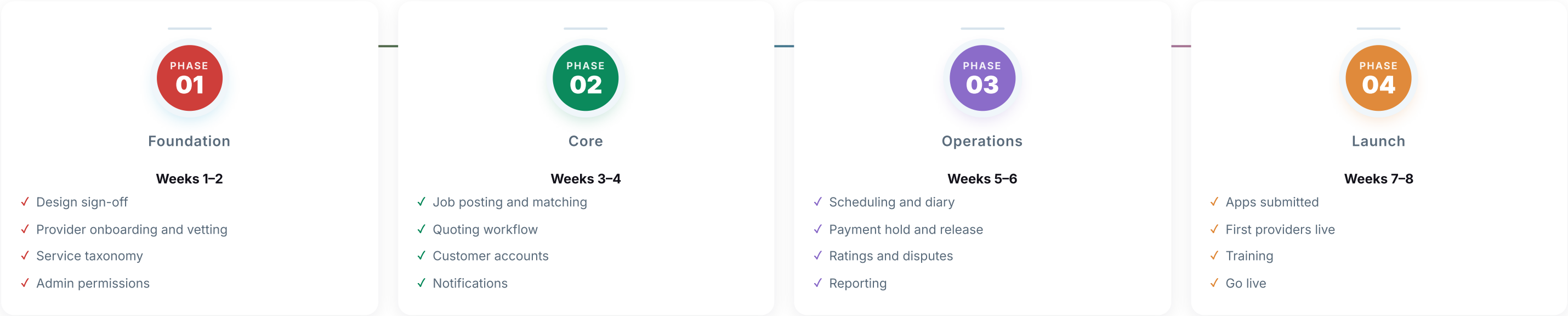
> Written documentation

> Admin training

> Optional support retainer

Build phases

Each phase ends with something you can open and use. Nothing is invisible for weeks at a time.



What it costs

Fixed price for the scope described. Split across the phases above, each invoiced on completion.

Starter

Web platform only, no mobile apps

R12,000

✓ All customer and provider web screens

✓ Admin dashboard

✓ One payment gateway

✓ 8 week build

RECOMMENDED

Standard

Web plus customer mobile apps

R18,000

✓ Everything in Starter

✓ iOS and Android customer apps

✓ Store submission handled

✓ Push notifications

Complete

Web plus customer and provider apps

R28,000

✓ Everything in Standard

✓ Provider mobile app

✓ Advanced reporting

✓ 3 months support included

Prices exclude VAT where applicable. Half to book the slot, balance across the phases. Hosting, gateway and app store fees are paid by you directly, at cost.



If you can imagine it, we can design it.

Ready to build Callout? Tell us which phase you want to start with.

START YOUR PROJECT

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Screens shown are design concepts and may evolve during the build.