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The Smart Utility Management System (SUMS): A Comprehensive Digital Platform for On-Demand Services

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Abstract: *A bleeding edge digital platform has been put in place, in the form of the Smart Utility Management System (SUMS), which seeks to bring consumers and service providers on the same page for all utility-related services such as cleaning, plumbing, electrical, repair of appliances, home maintenance and many more. SUMS is going to bridge the gap between service providers and their customers through a convenient, efficient and technologically advanced solution. In enhancing overall user experience, SUMS is going to incorporate location-based services, automated booking systems and artificial intelligence through inspiration from the best service aggregation platforms such as UrbanClap. The paper is going to look at the primary features of SUMS such as service request management, user experience optimization, real-time tracking and secure payment integration.*

SUMS Systems is a service that provides a platform. There are several features that the service offers. Some of the most important features are real-time service tracking, instant channels of communication between customers and providers, rating and review system, system of feedback, secure digital payment system, such as UPI, mobile wallets, credit/debit cards. Adaptive learning mechanism is the most important feature of the service. SUMS Systems has a great advantage. It is adaptive learning mechanism. SUMS continuously improves pricing and service recommendations. It does that through data-driven insights. The main purpose of this service is to help customers to find a needed service provider. SUMS Systems can forecast peak service demand, optimize service provider allocation, increase operational efficiency through big data analytics.

Keywords: On-Demand Services, Service, Aggregation Home Maintenance, Smart Booking System, Utility Management

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