ELIGUARD- *One Stop E-Service*

On a summer evening of 2019, I remember my father going through the hassle of searching the toll free number for service of the Air Conditioner at home that needed repair and then the constant follow up calls to know when the service guy was arriving, he muttered to himself

"For god's sake it's 21st Century, why can't all this be done in a single touch?"

That is when the idea behind "Eliguard" popped into my head. I started designing the user experience and flow for an app that would store the bills and warranties of the users and let them register their home appliances into a vault inside that app. And when one of these registered products needed a repair they can mark it due for a service with just one touch and we 'Eliguard' take care of all the things from contacting the appliance's brand to make the user's appliance for a service to making the follow up calls to the appliance's company and keeping the user updated about when the service man will arrive at their place. Once the service is done the user will further have the option to register their appliance for an Annual Maintenance Contract with the brand with just a touch of the button. Eliguard, while it's app was still in development in the first few months of 2020, I tried to implement it's core concept to the residential areas around me using online google forms. In just over 5 months we had acquired and catered to 349 requests and estimated a user base of about 500 users. Eliguard is now out on Google PlayStore but it is still a lean startup and gathering any improvements to functionality and implementing it side by side from the users as they use it. We have currently halted our services for one month to strategise and come up with more force than ever

with a better design and flow. Currently it is just me and my mother who run Eliguard but we aim to expand it by acquiring student ambassadors from all universities across India and roll out internship programs.

One of the few significant milestones achieved by Eliguard is that it has gained government recognition and an international copyright from the government of India. Eliguard was also selected in the top 1% i.e. top 100 out of 170,000+ startups from across 166 countries to join the Startup Istanbul program including pitching on Demo day and exhibiting for 3 days.

Our vision further includes extending services to the remote areas of the country with lack of access to service centres some of which include (Ladakh and remote areas in Northeast and Southern parts of India). Skilled service men will be identified in these regions and employment opportunities will be created for these servicemen to tie them up with multinational companies and Appliance companies will be motivated to expand their range of products being sold in the remote areas of the country or to simply summarise it, Creation of Employment Opportunities for skilled Labour in remote areas and villages, Expansion of service industry and creating brand awareness to reach the remote areas and villages.

Even with the evolution of technology, people in villages have a melancholy to getting access to technology because of the fear of what if the appliance needs repairing in future, Eliguard will eradicate this fear in villages and bridge the gap of awareness and encourage people in remote areas and villages to not fear increasing their reach with technology and encourage it by giving occasional free service programs and more such benefitting schemes for the people shying away from repairing their appliances.

Eliguard will bring the revolution the Service & IT industry needs in remote areas and villages of India.

More about us: *www.eliguard.org*