



Secure Online Consultancy Booking, Payment and Fulfilment System

NeoWorks, Psychology Consultants

THE CUSTOMER

Psychology Consultants is a company offering real time on line consultancy delivered via the Internet. Dr. Zeljko Bobic, a leading psychologist identified a market niche for online, real time consultancy, with the location independence and convenience offered by an Internet service.

THE CHALLENGE

Psychology Consultants required a web based solution for secure, real-time consulting, session booking and online payment. The system was designed to preserve customer privacy and confidentiality by storing as little information as possible.

OUR SOLUTION

NeoWorks developed a secure Java applet based client-server chat system. This system enables secure, private discussion between consultant and client.

NeoWorks produced a site design, developed a scheduling system enabling customers to book sessions with consultants and implemented an online payment facility integrated with Psychology Consultant's preferred banking service and payment gateway. The system uses one-time unique session keys to authenticate users for their appointments, ensuring anonymity as much as is possible.

NeoWorks provided consultancy to identify a suitable hosting supplier for the site and provided installation and maintenance services.

SUCCESS

The site launched successfully after NeoWorks delivered the solution on time and within budget.

"NeoWorks handled the project professionally, and delivered excellent service from the initial requirements gathering to the final deployment of the system. They are an excellent company to work with, and I would certainly contract them again in future."

Dr. Zeljko Bobic