CASE SUMMARY

plugN: a co-working site opened on one platform

A member app, a customer web app, a reception console and an admin panel on a single system of record, in Arabic and English

THE CLIENT

plugN runs co-working spaces in New Cairo. Its first site, plugN V90, offers hot desks, pods, phone booths, meeting rooms, an event stage and private offices for companies.

THE CHALLENGE

Open a new site with booking that is fast and easy from the first day. Guests book by the hour and pay online or at the desk; companies lease offices with a set number of seats and a monthly balance of meeting hours. No space may be booked twice and the owner's accountant needs clean figures without an accounting system in the way.

WHAT PHASE 1 DELIVERED

- 70 backlog items across four screens in 12 weeks, with a customer web app live in week 2 and four signed acceptance gates.
- A booking path of 4 taps or fewer for a returning user, a 10-minute hold while paying, and a QR code that works offline.
- A reception console on a tablet: today view, walk-ins, check-in and check-out with one scan, payments at the desk.
- An admin panel with CRM, a clickable 2D map with live status, a furniture register with QR labels, and reports and exports for the accountant.

HOW IT IS BUILT

Layer	Role
plugN API	The system of record: Node and TypeScript, PostgreSQL, Redis. Every rule lives here: no double booking, one payment confirms once, append-only ledgers, permissions by role.
Member app	React Native (Expo) for iOS and Android, Arabic and English with right-to-left layout, styled from the client's brand book.
Web screens	React: a customer web app, a tablet reception console, and the admin panel with the 2D map. Paymob for cards and Apple Pay; accounting and tax stay with the client’s accountant.

PHASED ROADMAP

Phase 2 completes the platform: campaigns, POS, loyalty and supplies. Phase 3 connects the building: doors, sensors, energy. Phase 4 adds assistants that staff approve.