

Mobile app for in-door trampoline parks company with 10,000+ active users in 16 countries

Bounce Inc.

To provide a winning customer experience solution, BOUNCE brought DPL on-board as their technology partner. The app allows customers to create personal profiles and easily book visits to any of the 30+ locations worldwide. The app also enables customers to earn loyalty points easily manage their payments.

The Client

BOUNCE offers indoor playgrounds and trampoline centers to over 4 million people spread across 16 countries. It is a part of the global freestyle movement; inspiring the world to move, connect, and develop as part of their BOUNCE Tribe. Offering a space that creates and celebrates joy, fun, and self-powered adrenaline, its purpose is to 'Inspire movement, self-expression & human connection'. Attracting a wide range of audiences from pre-schoolers to elite athletes, BOUNCE's global popularity has soared since its inception.



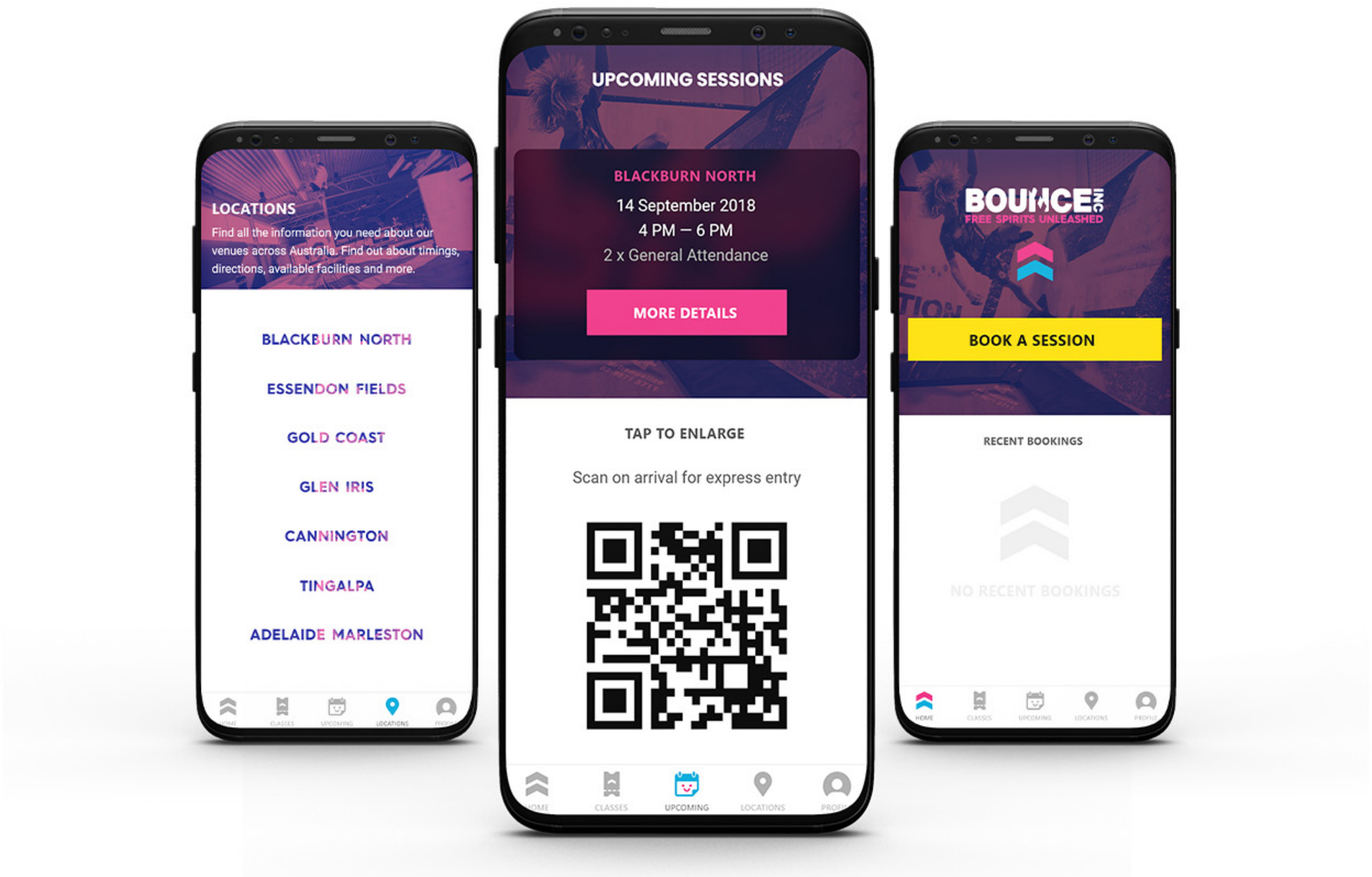
The Opportunity

BOUNCE started their operations in Melbourne, Australia and since then have expanded globally. Today their in-door trampoline parks serve thousands of customers worldwide. BOUNCE set out to ease and improve their customer experience by offering a mobile application to their customers. The app would allow customers to create personal profiles and easily book visits to any of the 30+ locations worldwide. They also planned on offering loyalty points to participants and allow customers to easily manage their payments. To provide a winning customer experience solution, BOUNCE brought DPL on-board as their technology partner.

The Solution

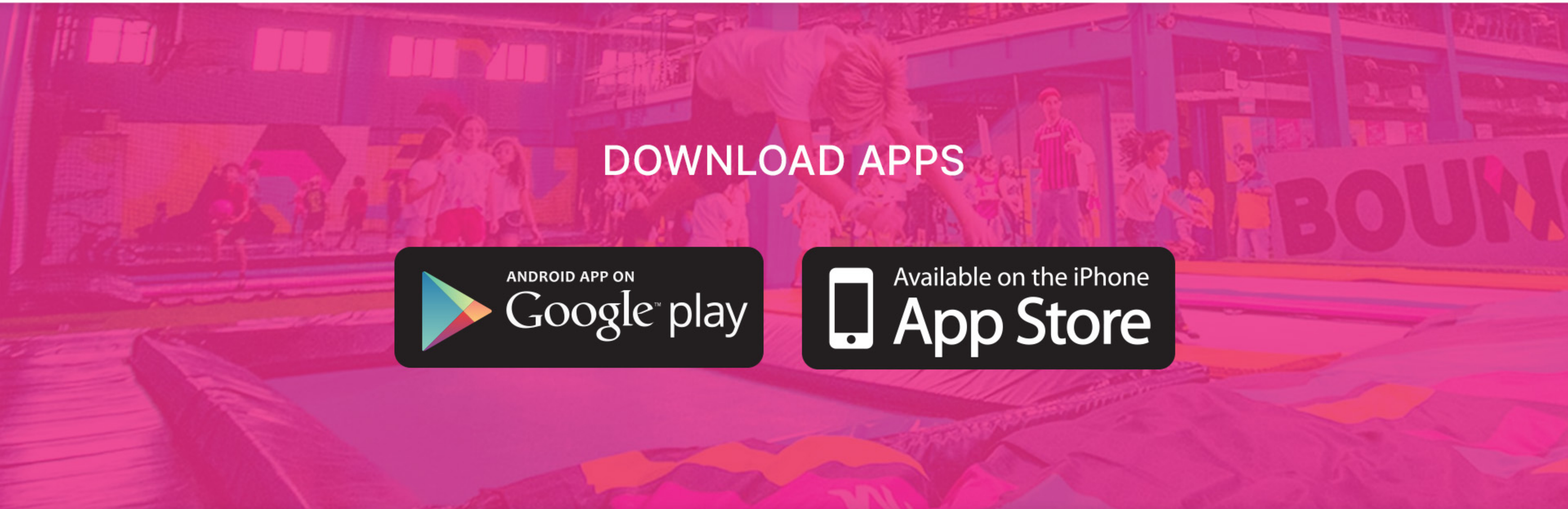
DPL designed and developed a mobile app for BOUNCE which not only gained more traction to the existing services provided by BOUNCE, but also enabled them to provide stellar customer experience for their clients. The solution provided includes:

- A central app with RTL support gathering their user base from around the world in one app, collecting all relevant usage details while respecting each regions data privacy laws (e.g. GDPR for European customers).
- Using an API to interface with Bounce's core booking platform and website to submit bookings, receive statuses, manage payments via app, etc.
- Easy management of a loyalty/incentive scheme including a module to award "points" and "status" to customers. Creation and management of customer profiles at a "booker" and "bouncer" level.

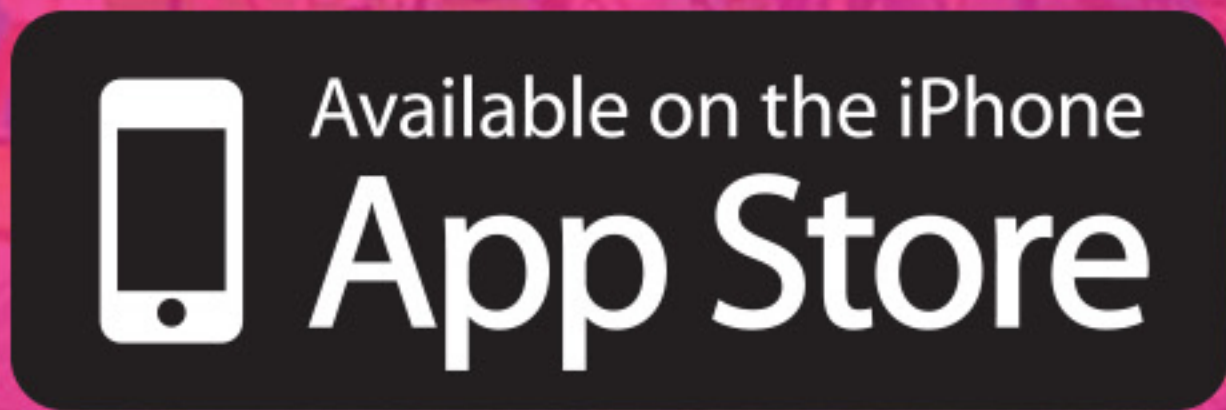


The Result

The app is currently deployed in Australia with over 5,000 users. It will soon be deployed over the other countries BOUNCE operates in. That way, it can continue expanding its user base and significantly boost its marketing efforts.



DOWNLOAD APPS



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Let's talk.

Talha Saleem, Business Growth Manager
✉ talha.s@dpl.it.com

