

web labs

MS
school music
service

MUSIC HUB
BY
WEB LABS

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Introducing Music Hub by Web Labs

This web application offers a comprehensive solution for local authority school-based music services management, providing a modern, customer-centric platform for managing lessons, instrument rentals, and administration efficiently. By centralising and automating these education services, Music Hub helps enhance customer satisfaction, streamline operations, and boost business success.

For local authorities looking to modernise and grow their music services, Music Hub provides a trusted, accurate, and secure solution, ensuring seamless management across all schools under their jurisdiction.

In the realm of school music services, for local authorities that manage lessons, instrument hire, and key events for their schools. If you're responsible for overseeing these essential functions in your district, but find your resources stretched, your systems outdated, or revenue opportunities missed, you need a solution that simplifies your approach and enhances both your operations and your customers' experiences.

Music Hub is that solution. Parents and guardians can manage their dependents' lessons directly, eliminating the need for school secretaries and outdated paperwork, and shifting everything online. This self-service approach also streamlines tutors' work, allowing them to manage timesheets and registrations, saving time and resources across the board.

Music Hub offers a centralised platform for managing music services efficiently. This system provides a customer-friendly interface, allowing students, parents / guardians, and tutors to self-serve and navigate various services, from booking lessons to organising events. Music Hub simplifies operations, automating bookings, payments, and reporting, eliminating manual tasks, and allowing authority schools or services to focus on service delivery.

Music Hub streamlines processes across all music functions, from managing lesson types and instrument stock to organising concerts and events. This digital transformation product empowers local authorities to optimise their services, commercialise offerings, and ensure accurate, secure management across all music services.

Key features

Comprehensive Service Coverage

Music Hub covers a range of music services activities, including:

- **Lessons:** Parents and guardians can book music lessons directly through a customer-friendly interface, streamlining the scheduling and learning process.
- **Instrument Rentals:** Simplifies the process of hiring musical instruments, managing stock, reporting damages, and renewing rentals, ensuring an efficient flow of resources.
- **Events & Concerts:** Allows schools or the local authority music services to organise events and concerts, create ensembles, and manage music-related activities seamlessly across all schools.

Digital Self-Service

A user-friendly platform that enables customers to self-serve and manage their services:

- **Parent/Guardian Portal:** Provides features for registering a pupil, booking lessons, applying for discounts, and managing payments.
- **Shopping Cart:** Allows customers to add multiple services to a cart for bulk checkout, with dynamic pricing, discount options, and VAT breakdowns.
- **Tutor Portal:** Gives tutors a portal to view their tuition log, submit timesheets, update exam grades, and view completed timesheets.

Citizen first online services

Music Hub provides a comprehensive UI for customers:

- **Modern UI:** Ensures a user-friendly interface, designed according to Government Digital Service (GDS) guidelines, offering comprehensive information, clear navigation, and designed components.
- **User Dashboard:** A personalised dashboard for signed-up users, providing various functionalities.
- **Bookings:** View upcoming bookings, change, apply discounts or cancel existing bookings for lessons, ensembles, and events.
- **Tutor Functions:** Enables tutors to manage their schedules, timesheets, log grades and registration, ensuring seamless communication between tutors, students, and local authorities.

Seamless Integration

The system integrates seamlessly with existing systems, ensuring smooth transactions and secure payments:

- **Payment Integration:** Supports online payment processors and multiple payment methods, with automatic email confirmations.
- **Order Management:** Tracks orders, manages ancillary services, and provides automated notifications for order status.

Administrative Control

Music Hub's robust admin portal provides local authority staff with comprehensive control:

- **Management Features:** Allows admins to add/amend lesson and instrument types, manage instrument stock, discounts, and communications, and monitor analytics.
- **Communication:** Automated branded emails for bookings, reminders, and surveys, with options for custom callouts to specific customers or staff.
- **Management Dashboards:** Provide reports and data on performance, including trends, customer insights, and service uptake over time.

Future-Proofed Solutions

The service is built with modular design principles, allowing for:

- **Customisable Capabilities:** Features can be expanded or adapted to meet other service contexts or council needs.

Music Hub: Transactional Functionality Checklist

Functionality	Features	
Lesson bookings	Provides customers with an intuitive platform to manage all aspects of music lessons, from booking and scheduling, to managing payments and progress tracking. This comprehensive solution minimises manual tasks for the school music departments and ensures a smooth and efficient learning path progression for students.	✓
Shopping Basket	Allows customers to add multiple services to a cart for bulk checkout, including lessons, instrument hire, and events, with dynamic pricing and discount options.	✓
Checkout & Payments	Customers are taken to a secure payment engine, which can be configured quickly with Capita, HeyCentric, or a preferred payments engine. Payments can be staged to avoid large sums at checkout. Booking confirmations are sent via email, with links for cancellation, rescheduling, or ancillary additions.	✓
Emails	Emails provide reminders for upcoming bookings and events, ensuring customers stay informed.	✓
Admin Controls	Allows customers to manage their dependants profiles, view bookings, and cancel or reschedule them.	✓
Customer Dashboard	Allows customers to manage their profile, view bookings, and cancel or reschedule them.	✓
GDS Principles	All components are designed according to Government Digital Service (GDS) principles, ensuring accessibility and compliance with WCAG guidelines.	✓
Customisable Theming	The music service portal can be themed to match the customer's preferences, ranging from a corporate design resembling standard local authority sites to a standalone brand for marketing purposes.	✓
Integrations	Active Directory integration for staff access can also be added where available.	✓
Responsive Design & Web App	The portal features a fully responsive design and runs as a super-fast, optimised web app, giving it an app-like quality that users love.	✓

About Us

We are a UK-based firm focused on quality and service delivery; ISO 27001 certified. This certification means our systems and processes adhere to rigorous standards for information security management, ensuring data protection and compliance.

ISO 27001
CERTIFIED | *Information
Security
Management
System*

We pride ourselves on developing all our products in-house, maintaining high standards and avoiding outsourcing overseas. Our commitment to customer satisfaction and service is integral to our approach, with strong client relationships leading to successful digital transformations.

We have proven ourselves as masters of digital transformation in local government, offering our expertise in customising products to the unique needs of each customer. Our goal is to deliver comprehensive solutions, ensuring stakeholder satisfaction and guiding clients on the path to digital transformation.

Get in Touch

Brochures can only go so far – our working products need to be demoed to see the full extent of their capabilities. We stand by everything we say, and if you still have any doubts, we can connect you with existing customers and users of our app for real testimonials about its functionality, performance, and our second-to-none product support, with direct access to our designers and developers.

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