

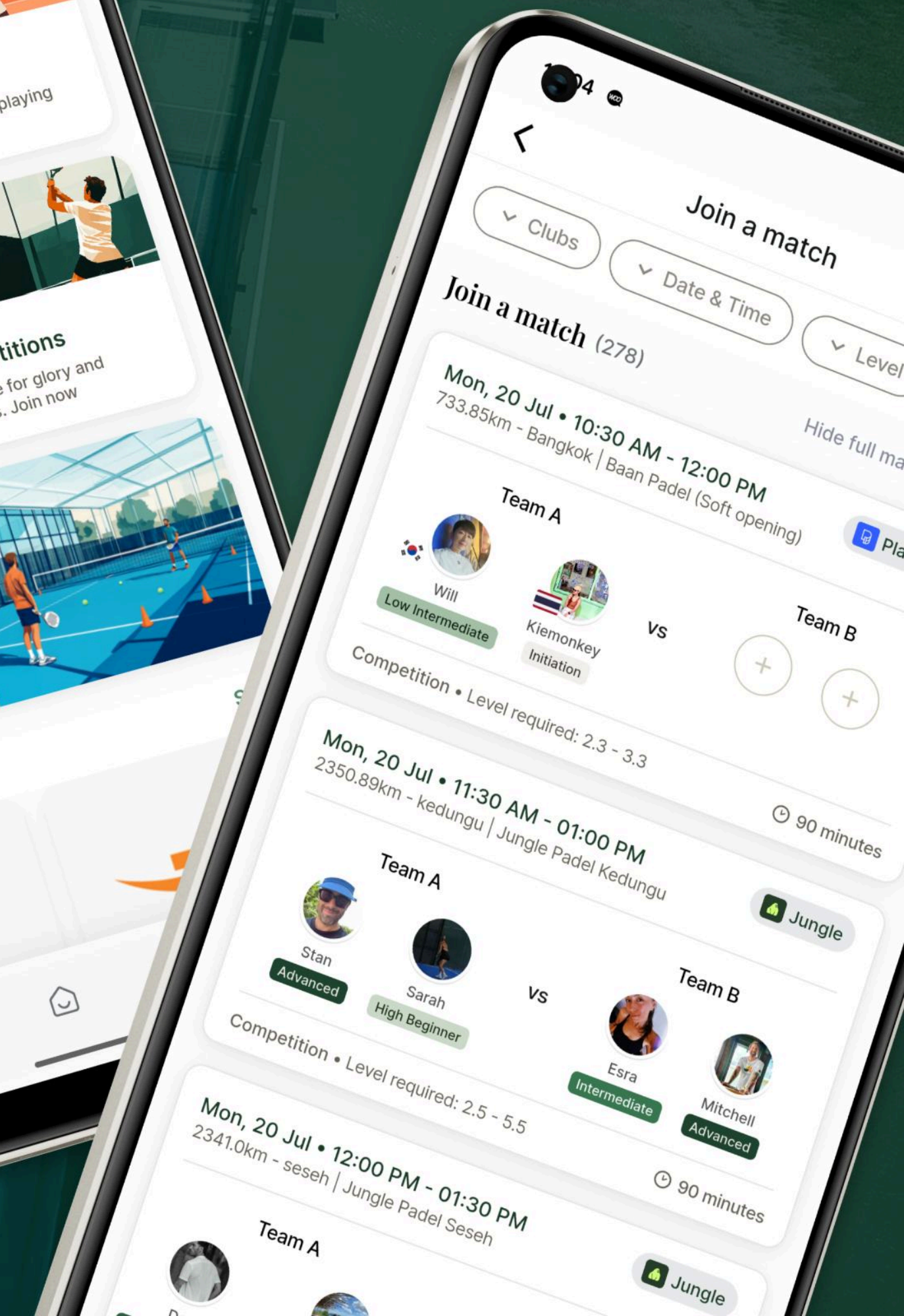
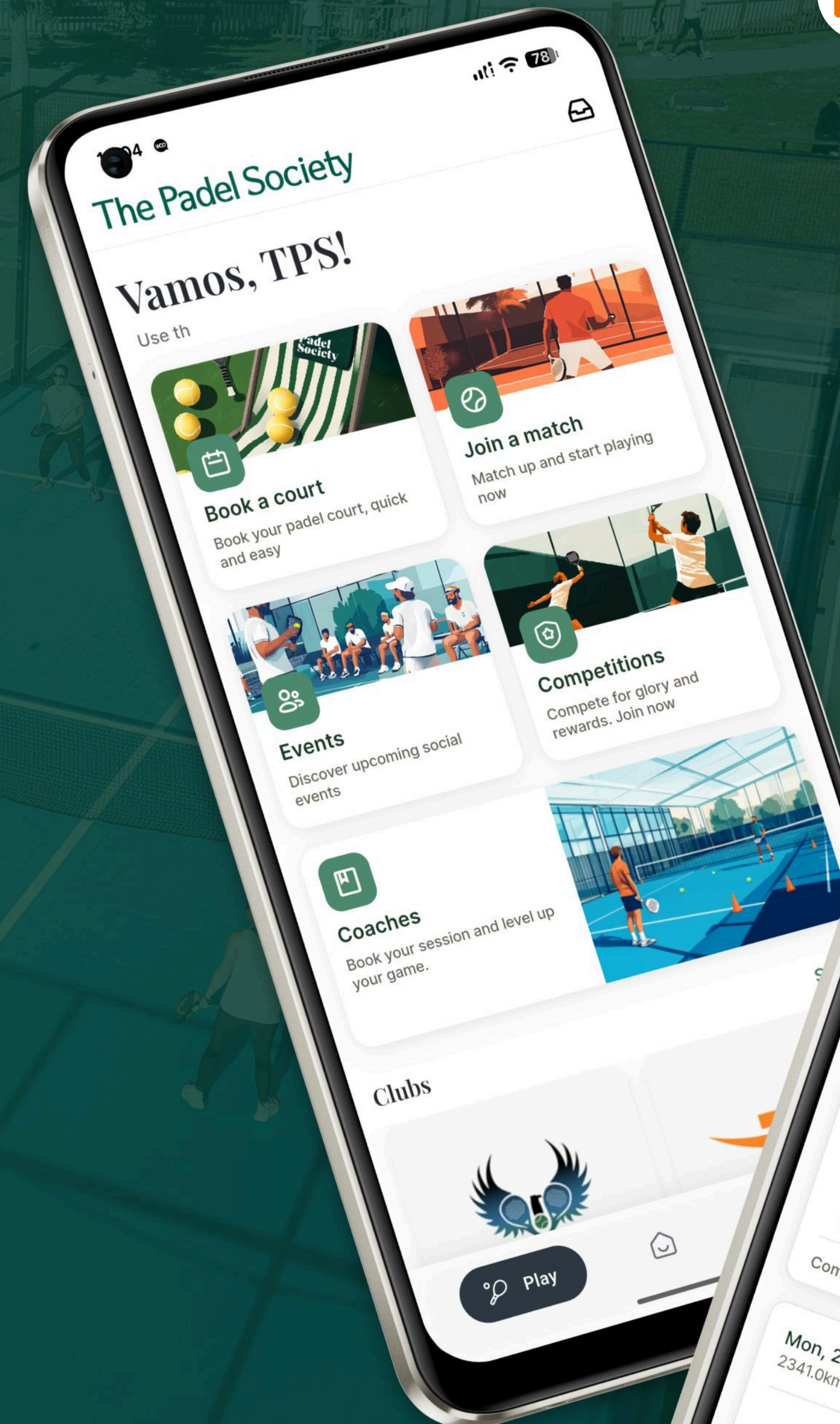


NUS Technology

CASE STUDY

Building Thailand's Connected Booking and Community Platform for Padel Players

Client: The Padel Society™, LLC,
a subsidiary of SuperStack Ltd.



Since December 2023, NUS Technology has worked with The Padel Society to design, build and continuously develop a platform that brings the wider padel experience into one connected product.

Owned by The Padel Society™, LLC, a subsidiary of SuperStack Ltd., the platform targets Thailand’s growing padel market. It enables players to book courts, connect with other members of the community, organise matches, participate in events and tournaments, and complete payments through a single application.

Rather than inheriting an existing system, NUS built the product from the ground up. The engagement covers the mobile applications, web experience, backend architecture, third-party integrations and the operational infrastructure required to support the live platform.

- | | | |
|-------------------------------------|-----------------------------------|---|
| ■ Target Market
Thailand | ■ Web
ReactJS | ■ Infrastructure
Vercel, Supabase and five dedicated Fly.io services |
| ■ Platforms
iOS, Android and Web | ■ Backend
Node.js and Supabase | ■ Integrations
Amity and Stripe |
| ■ Mobile
Flutter | | |





THE CHALLENGE

Supporting the Full Padel Player Journey

A basic booking system could allow players to select a court and reserve a time slot. The Padel Society's vision went further. The product needed to support the activities surrounding a booking, including discovering other players, creating open matches, following community activity, joining events and tournaments, and handling payments.

The required workflows included:

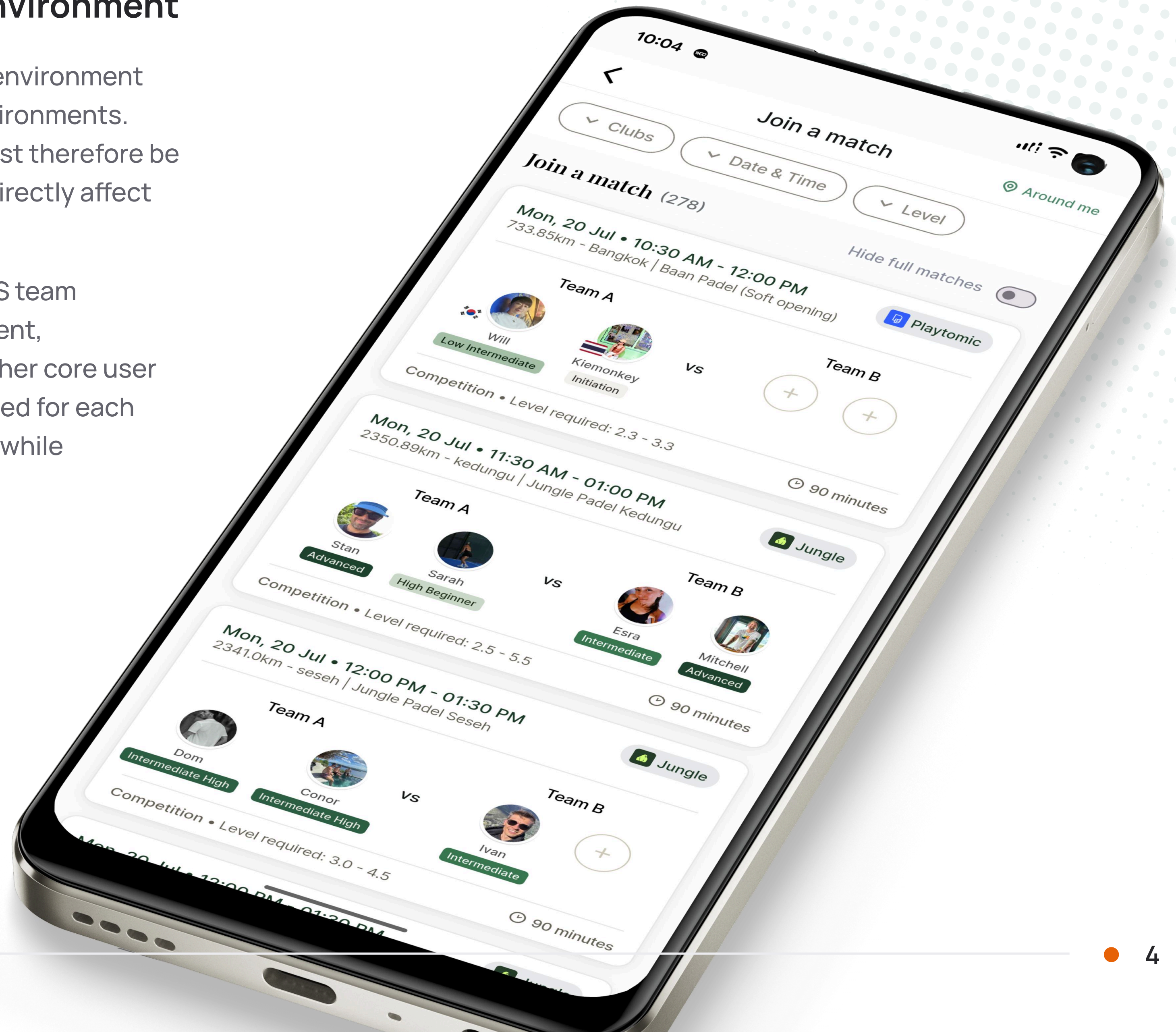
- Discovering venues and available courts.
- Booking courts through a mobile application.
- Creating and promoting open matches.
- Connecting and interacting with other players.
- Publishing posts, likes, comments and player feedback.
- Managing events and tournaments.
- Processing payments and recording transactions.

These were not independent features. An open match, for example, could involve court availability, participant management, community promotion and payment processing. The platform therefore needed a shared operational foundation rather than a collection of disconnected tools.

Operating Without a Separate Staging Environment

The system currently runs with one primary production environment and does not have separate development or staging environments. Every bug fix, new feature and infrastructure change must therefore be prepared with the understanding that deployment can directly affect the live platform and its users.

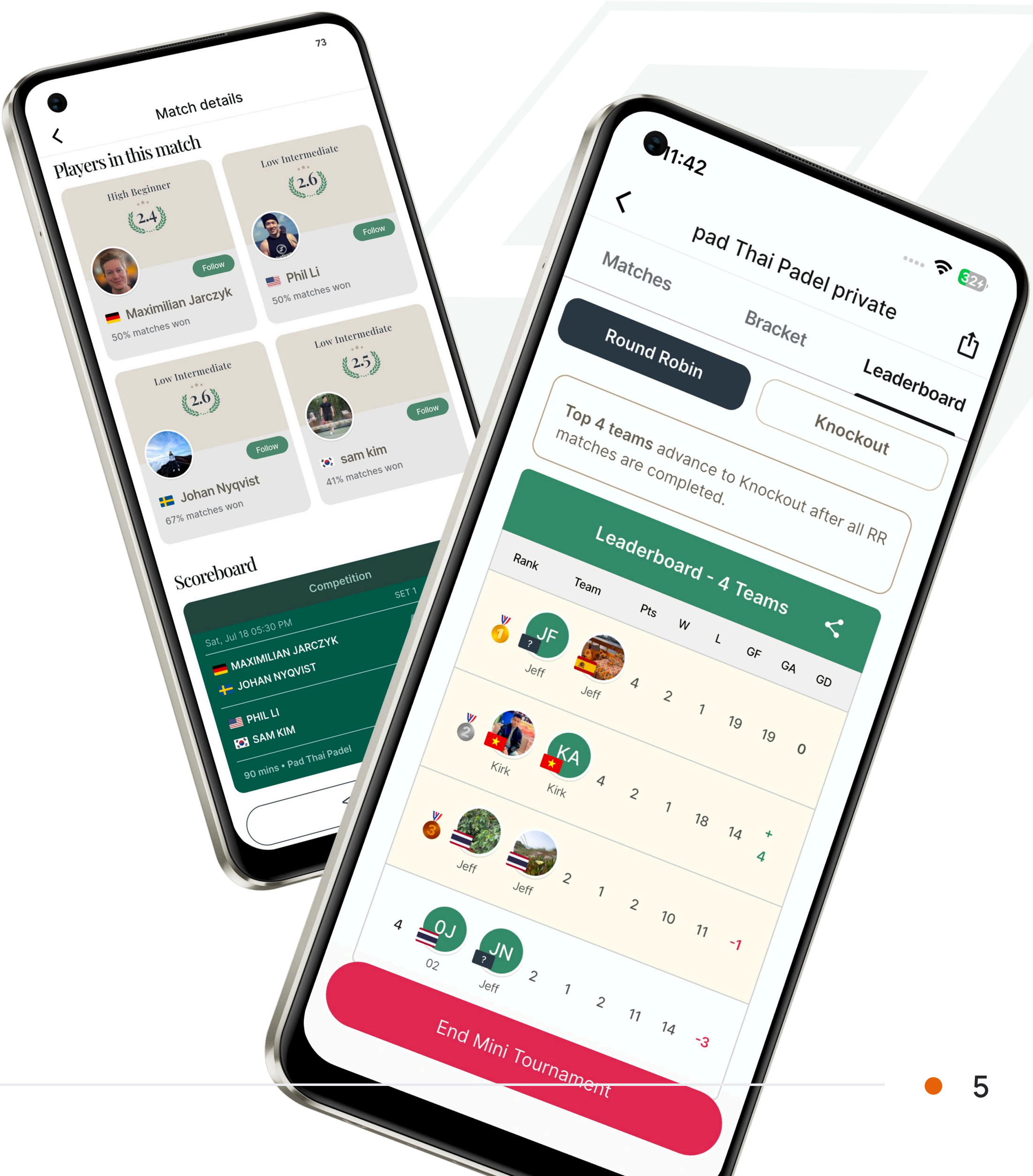
This requires a more controlled release process. The NUS team carefully reviews and validates changes before deployment, particularly when work touches booking, payments or other core user journeys. Although this setup increases the effort required for each release, the team has continued extending the platform while protecting the stability of the production application.



Reducing the Workload Concentrated in Supabase

Supabase originally carried a wide range of responsibilities across the platform. In addition to supporting core application functions, it also handled scheduled processes and automated background tasks. As the product grew, concentrating these responsibilities in one system made failures harder to isolate, increased competition for shared resources and raised the risk that maintaining one task could affect unrelated parts of the application.

The architecture needed to separate these workloads without disrupting the live application.



THE SOLUTION

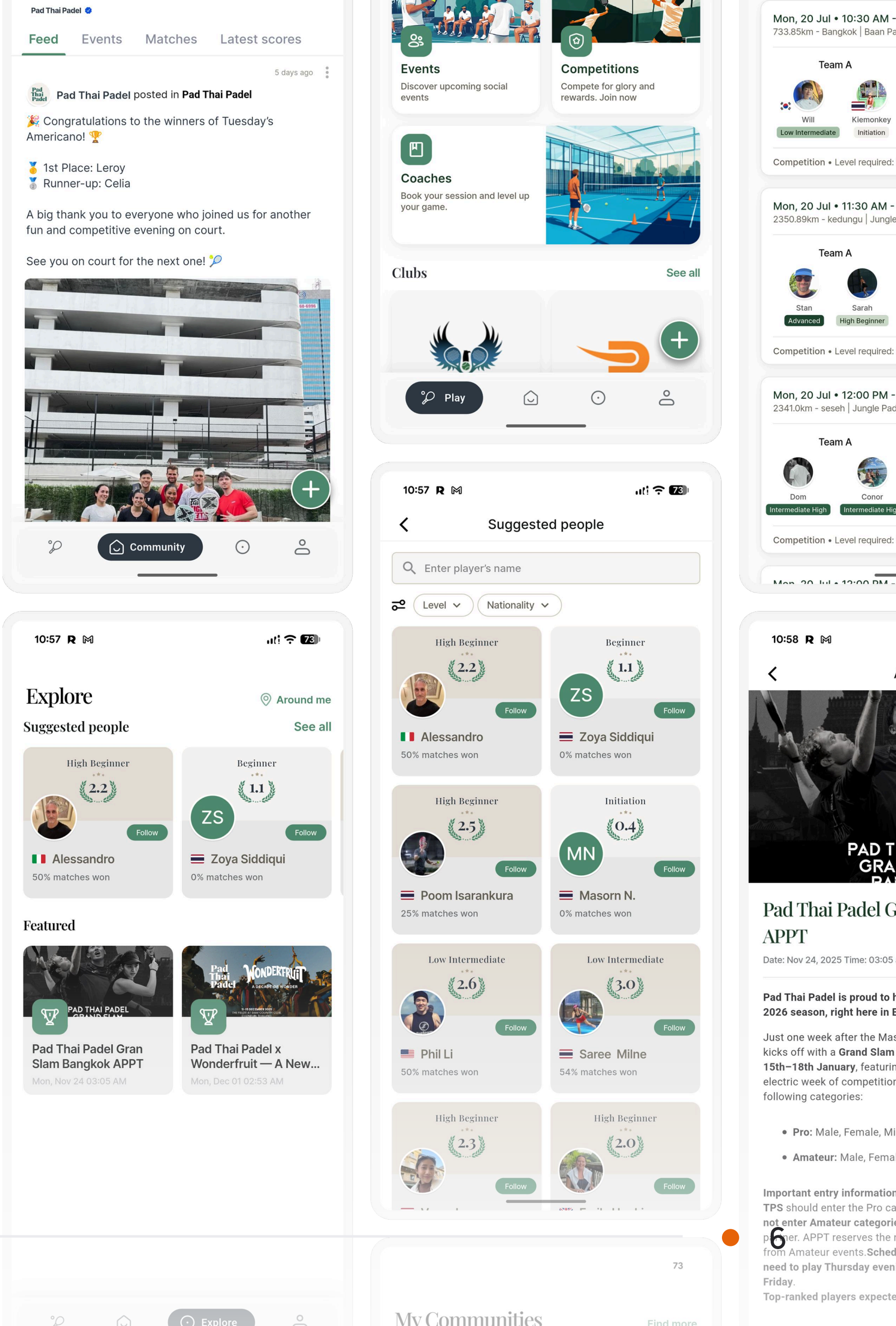
A Platform Built From the Ground Up

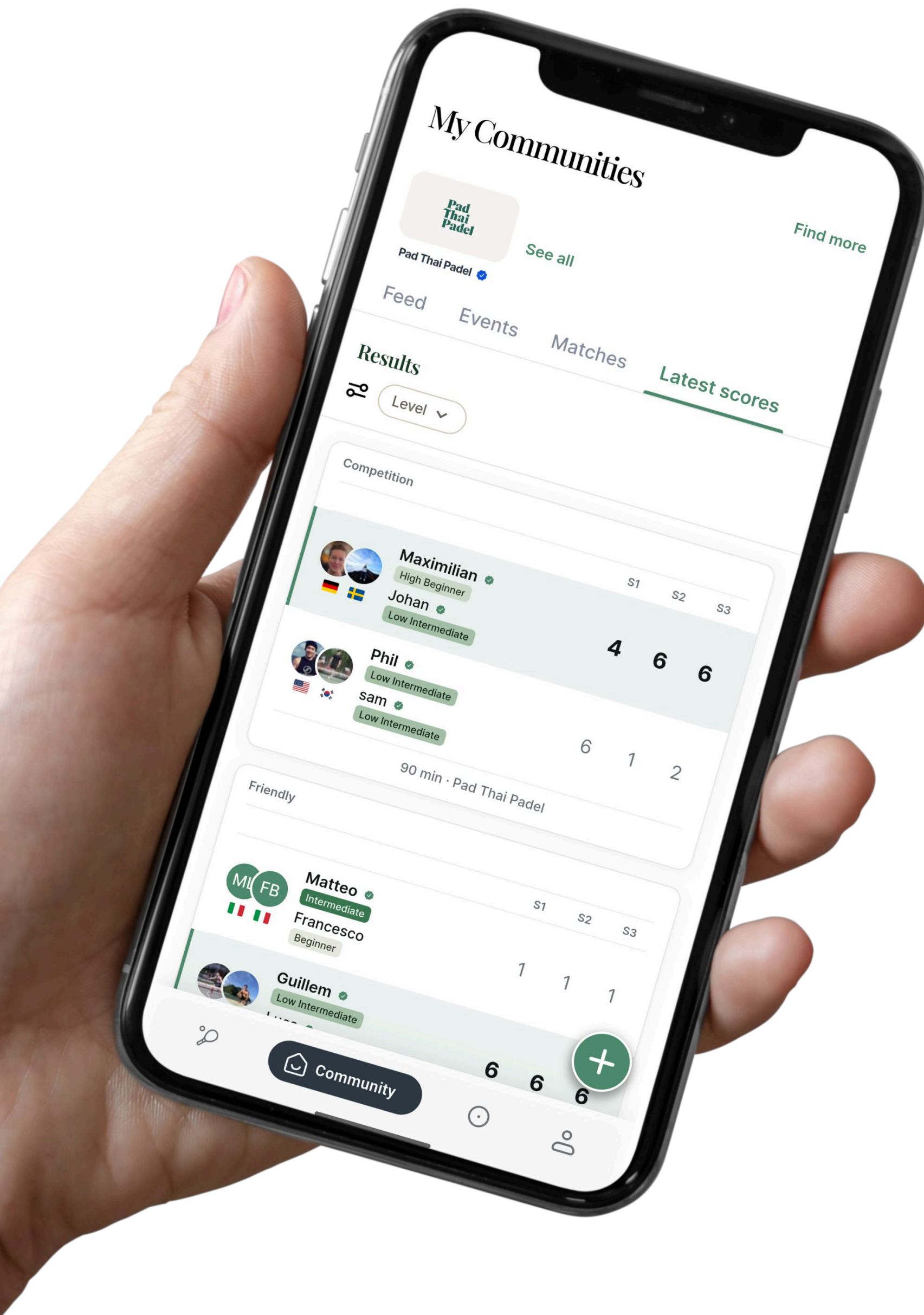
NUS designed and developed the complete product ecosystem, including a Flutter mobile application, a ReactJS web application and a Node.js backend supported by Supabase. The system was designed around the player journey rather than individual technical features, connecting booking, community participation, match organisation, events, tournaments and payments within the same product.

A Cross-Platform Mobile Experience

NUS used Flutter to build a consistent mobile experience across iOS and Android. The application gives players a central interface for accessing the platform’s booking and community functions, allowing them to move from discovering activities to organising participation and completing transactions without switching between multiple services.

A shared Flutter codebase helps maintain feature consistency across both mobile platforms, while a ReactJS web application provides an additional channel through which users can access The Padel Society’s services.





Connecting Booking With the Community

The Padel Society was intended to function as a community platform, not only as a court-booking utility. Players needed ways to discover activities, communicate around matches and participate in the wider padel community. Building a complete social networking engine internally, however, would have required substantial effort across feeds, content management, reactions, comments and moderation.

NUS integrated **Amity** to provide the underlying capabilities for posts, likes, comments, player feedback, open-match promotion, events and tournaments. This allowed the team to focus development effort on the workflows specific to The Padel Society while keeping community activity connected to bookings and participation.

Integrating Payments Into the Booking Journey

NUS integrated **Stripe** to manage payment collection and transactions across the application. The integration connects payment handling directly with booking and participation workflows, allowing players to move from selecting a court or activity to completing the required transaction without leaving the platform.

Using established payment infrastructure also avoids the cost and risk of maintaining a proprietary payment-processing system.

Separating Background Workloads From the Core Platform

To reduce the number of responsibilities handled by Supabase, NUS separated selected automated processes and deployed them across **five dedicated Fly.io services**. Each service is responsible for a defined task or group of scheduled processes, preventing every background workload from running through the same central infrastructure used by the main application.



Clearer fault isolation

Failures can be traced to the service responsible for a specific workload instead of requiring a broad investigation across the core system.



Reduced pressure on Supabase

Scheduled and background tasks compete less with the booking, community and payment functions used by active customers.



More controlled maintenance

Individual services can be updated or expanded with less risk to unrelated application functions.

THE RESULT

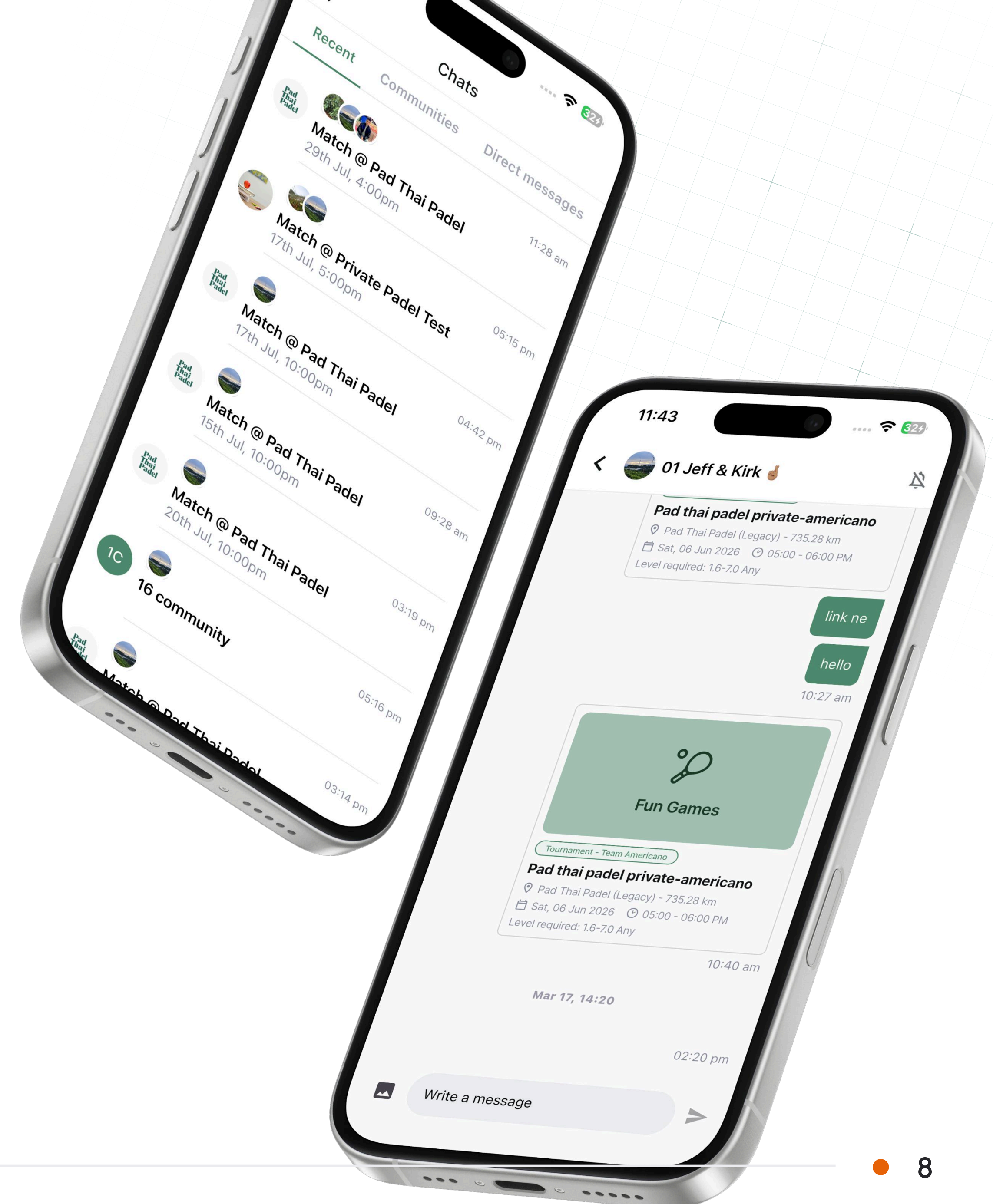
A More Scalable Platform for Thailand's Padel Community

The platform has grown to support approximately **1,500 registered players**, with around 600 monthly active users using it to discover courts, organise matches and participate in community activities across Thailand.

The integrated booking and Stripe payment workflows now process an estimated **700–900 court reservations per month**, while maintaining a payment completion rate of approximately **96%**.

Moving scheduled and background processes into five dedicated Fly.io services reduced recurring workload on the central Supabase environment by an estimated **30%**, helping protect user-facing booking and community functions during periods of higher activity.

The clearer separation of services also shortened the time needed to investigate background-job failures from roughly two hours to **under 45 minutes on average**, allowing the team to identify affected processes without disrupting the wider application.



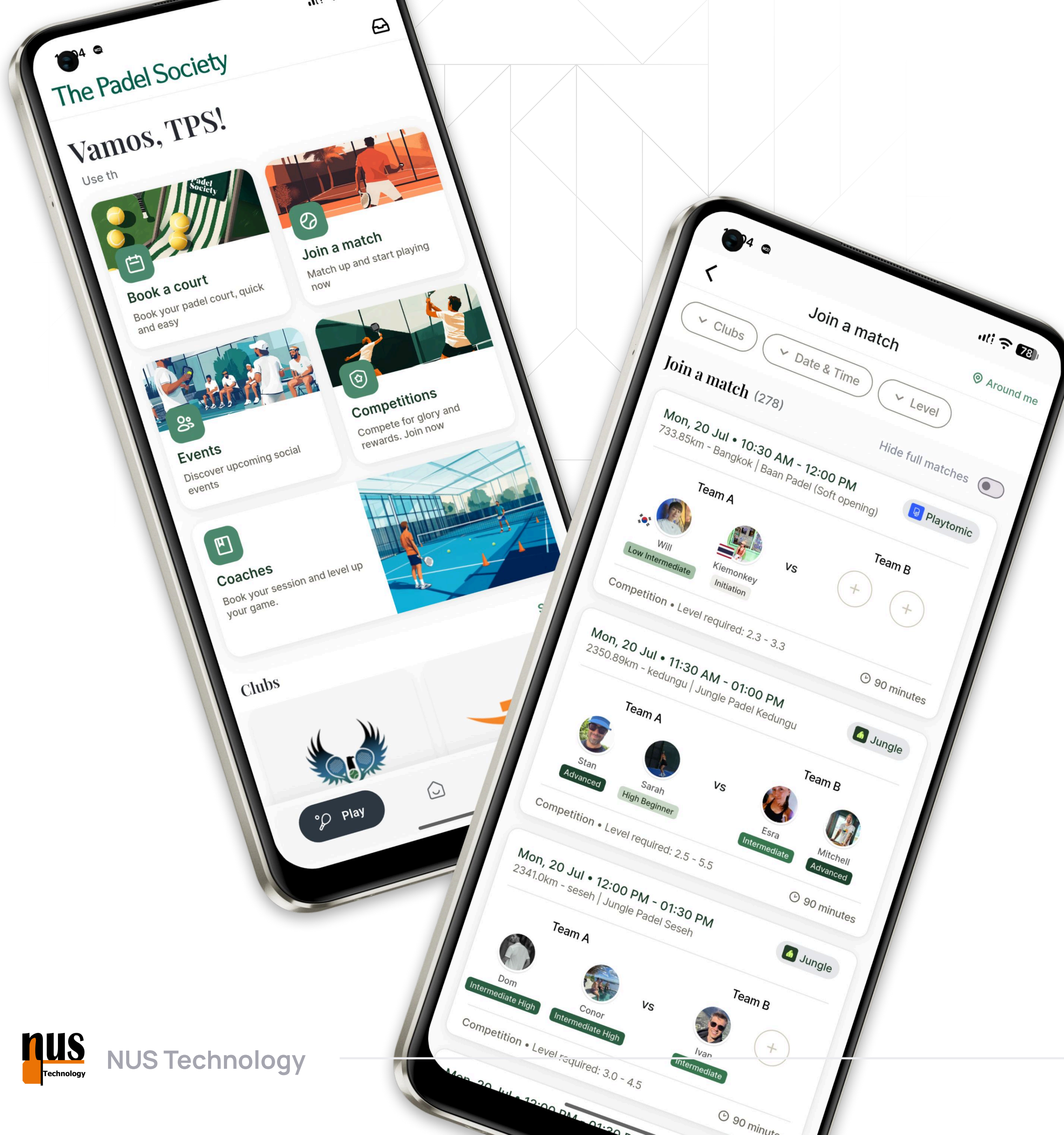
Building the Foundation for Continued Growth

The Padel Society required more than a court-booking application. It needed a platform capable of coordinating the operational and community activities surrounding the sport.

By building the product from the ground up, integrating specialised platforms where they add value and separating background workloads as the system expanded, NUS created an application that reflects how padel players discover, organise and participate in the game.

The ongoing partnership allows NUS to continue developing the platform as The Padel Society expands its services and presence in Thailand, while maintaining the systems that players and operators rely on every day.





Product Links



Website

[Visit the Website](#) ↗



iOS

[Download on the App Store](#) ↗

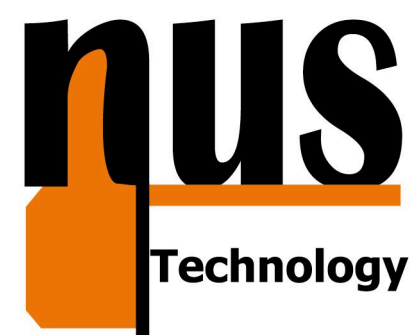


Android

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THANK YOU

For Reading Our Case Study



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