

Mobile App Cab Booking Solution – Case Study

How **DSS** developed for **iOS & Android** platforms, a complete taxi booking solution by building **passenger app, driver app** and supporting **administrative panel** that is highly reliable and scalable.



Executive Summary

Industry

Spot Taxi Booking

The Need

- App that ran on both iPhone & Android
- Well-designed User Interface
- Passenger App
- Driver App
- Admin
- Database Interaction

The Solution

- A highly reliable and scalable booking solution
- Real time map plotting and time estimates
- All aspects of booking, payment, invoicing, feedback, rights, notifications, etc., needed for both Passengers and Drivers
- Records maintained for trips, passengers, drivers, vehicles, etc.
- Online Admin to manage everything
- Flawless Database interaction

Benefits

- Increase in sales
- reduction in complaints
- Easy Browsing and navigation
- Passengers could easily book and pay.
- Drivers could perform their duties admirably
- Admin managed without difficulty.

The Client: A Spot Taxi Booking Company

The spot taxi booking demand is growing exponentially and is already now a billion-dollar industry with ever increasing user base. With rapidly changing business rules in this industry, businesses have to provide value to customers, like an innovative app to book a cab, immediate availability, reliable services and competitive pricing.

Summary:

For this Direction has developed a complete taxi booking solution by building **passenger app, driver app and supporting administrative** panel that is highly reliable and scalable. Direction Cab booking solution is available on both iOS platform & Android platform

Direction can accept unique requirements of your business, develop and deliver them swiftly and help your business succeed.

Challenges:

App UI, Passenger App, Driver App & Admin.

The client needed an app for all aspects of Cab Booking and which is easy to understand and navigate.

The Passenger App to contain:

- Various aspects of Bookings and Payments
- Real time map plotting and time estimates
- Cab details, Invoicing facility

The Driver App to contain:

- Various aspects of Bookings related to Driver requirements
- Real time map plotting and time estimates
- History of trips taken with filter facility

An online Admin facility to manage:

- Locations and Vehicles
- Passengers, Drivers, Feedbacks and Disputes
- Bookings, Finance and Documentation

Interaction of the app **with the database**, which is constantly updated.

The Solution

Well-designed User Interface, Better planning & Technology, and Development within specified period.

New ideas were presented, discussed & updated, with complete client involvement at every stage. The solutions implemented were as follows:

The Passenger App

- Normal registration or via Facebook or Google
- A Map with Users current location, Change of Pickup/Drop off location and Real-time drivers location
- Estimated time of arrival (ETA) of the nearest driver, Different Cab types and cab details including pricing
- Book cab facility and Payment screen displaying all registered credit cards with ability to add /remove
- Booking screen with trip history, date filter, date of journey, source, destination, distance travelled, trip cost and map to display route that was taken.
- Settings screen with edit profile and change password
- Driver information on accepting booking request
- In-App notifications with updated journey/driver status
- Invoice generation having Trip cost, source, destination, distance, Rate the Journey, Post feedback, Report dispute, etc.



The Driver App

- Driver Login
- A Map with Users current location, Change of Pickup/Drop off location and Real-time drivers location
- Real time receipt of booking requests and confirmation
- Ability to reject passenger requests
- Status update notification to passenger
- Set status availability/unavailability
- Booking screen displays all the trips taken by them & with Date Filter.
- Specific trip details like date of journey, source, destination, distance travelled, trip cost and map to display route that was taken.
- Settings to edit profile information.

The Solution (Continued)

The Online Admin

- Manage Admin Users & Authorization
- Add/Modify cities, multi-city scalability option
- Add/Modify companies. Also multi company option for taxi aggregators
- Add/Modify vehicle details. Track vehicle if is offline, free for booking, currently booked etc.
- Classify vehicle as Taxi, SUV, Sedan etc
- Register and manage drivers
- View Passenger information provided on registration
- View bookings including booking history and complete booking details
- View bookings cancelled including reason
- Invoice details of bookings and export it to PDF
- Document details of all the registered vehicles
- Passenger feedback on journey & any dispute reported



Technology

- Platform: Native
- Operating System: Linux
- Database: MySQL 5
- Web Server: Apache
- Scripting Engine: PHP
- No SQL database: Mongo DB
- Communication: Pubnub



About Direction Software LLP

Direction has leveraged its mark as an International mobile solutions provider for **Retail, Logistics, Banking and Payments, Entertainment, Gaming, Public Services sector, Fashion and Apparel, Telecom Research and Development companies.**

We have emerged as the top solutions provider for **iPhone, iPad, Android, BlackBerry, Windows Mobile, and J2ME platforms.**

Direction builds world-class, applications customized to client specifications. Our programmers and designers are honed with around 6+ years of industry expertise, leveraging the latest development tools and techniques in every aspect of the project.

Take advantage of our flexible engagement terms to meet your requirements. This can be in the form of fixed price project or outsourcing of work on T & M basis. Whether you need enhancements to be done or maintenance or even provide services in the form of Back-office to support your operations, DSS has the solution to your needs.