Business Requirements

The customer operates a fleet of vehicles (in association with service providers), offering roadside assistance to customers via a toll-free number across the US. The customer wanted a way by which routes for nearest service providers could be mapped for speedy assistance.

Our Solution

- ❑ A mobile app was built & deployed on the drivers' mobile devices that updates its current location to a web services API.
- ❑ The data of the Lat/Long in the cloud server is then used to visually show the current location of driver (using Google Maps).
- ❑ The present time interval data then shows the progress of the service provider's vehicle in near real-time.
- ❑ Real-time alerts are triggered when the vehicle reaches the particular location of incident & warnings are triggered in case of excessive idling time.
- ❑ Finally, the recorded data is used to feed into a fake GPS, in order to simulate the trip and see how improvements can be made over time.

Benefits

- Increased customer - end satisfaction in need of road-side assistance
- Historical Data for future predictive analysis such as ETA optimization
- Optimization of service providers' vehicles, including increased fuel economy, transparency in driver statistics & behaviours

Technology Stack

Android, Android Studio, Objective-C, Xcode, RESTful web Service, REALM DB and SQL Lite

User experience tools, including UI simulation software (for cross-device compatibility)