

# DCentro Online Food Ordering and Delivery App

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*A Case Study*



# Overview

Dcentro is online food management and delivery app which aims ease of order management and on-time delivery of the order to customers in Malaysia. Dcentro brings revolutionary vision in restaurants for home delivery of food without having their own delivery boy. Dcentro operates as restaurant and drivers separately and brings great co-ordinance between them to process and deliver order on-time to customers. Dcentro offers amazing online food ordering experience in Malaysian customers.

# Aim Of The App

Dcentro stands to add on home delivery service in small restaurants who are not able to hire their own dedicated delivery boy whereas it also provides add-on to earn more money to taxi drivers. Dcentro brings easy order management and delivery experience all along in one centralized platform.

# DCentro Restaurants

**Key Points**

**Key Roles**

**Key Functionalities**

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# DCentro Restaurants

- Easy access to register as restaurants in Dcentro restaurant Android application.
- Accept and reject an order based on the availability of restaurant.
- Auto assign order to nearest restaurant and re-assign to next restaurant on rejection or no response.
- Real-time notification to the restaurant to accept order in 60 seconds.
- Estimated food preparation time will be sent automatically to the driver to pick up the order.
- Notifications via push-notification.
- Cash On Delivery payment mode for home delivery.

# DCentro Driver

- Easy access to register as driver in Dcentro restaurant Android application.
- Accept and reject an order based on the availability of a driver.
- Auto-assign order to the nearest driver to deliver the food to the customer.
- Real-time order tracking and estimated food preparation time.
- Real-time driver's location tracking.
- Single order delivery feature.
- Notification to the driver when the order is ready to deliver.
- Notification to the restaurant when driver logout.

# Technology and Tools

**Technology:** Core Java 1.7

**Tools:** Android Studio 2.3.3

**UI/ UX Design:** Adobe Photoshop  
and Illustrator

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# Challenges & Solutions

**DCentro**  
You Decide, We Deliver

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# Auto Assigning Order to Restaurants

App automatically assigns the order to nearby restaurants and provide a feature to accept and reject order within 60 seconds of time. If an order will not be responded in 60 seconds of time, it will reassign to another nearby restaurant. The order is auto assigning to restaurants maximum three times and then leads to cancellation automatically. Push notification to restaurants and auto assign is surely a complex feature to develop, however, correct calculation and implementation made it possible.

## Estimated Time of Arrival(ETA)

App sends estimated time to the driver to pick-up the order from a restaurant. It is an indeed challenging task to send precise ETA to the driver based on his/her current location. Our team has used Distance Matrix API to cope with the ETA in the app.

## Popup Notification

It was a difficult task to show a pop-up notification each time as sometimes an app is running in the background too. So, the status bar will be notified and app counter screen will be opened once click on it.

## Rate Driver

To ensure the quality of delivery, restaurant can rate the driver based on certain criteria and driver's performance. It was not a much challenging task but important to maintain service quality.

## Earnings

Drivers and restaurants earning calculation based on their individual service rate and terms and conditions.

# Dcentro Driver and Restaurant is out on the Google Play Store

**DCentro Restaurant**

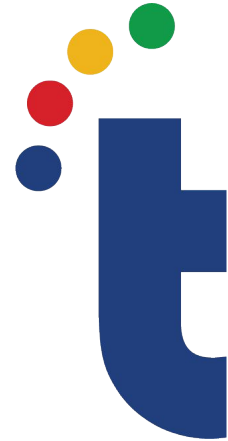


**DCentro Driver**



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What We do?



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# Thank You

Case study prepared by: Techno Source Web Pvt. Ltd.