

Skeykim & Skeymart

Service is remembered long after the price is forgotten.



A Case Study



Overview

This is an e-commerce marketplace platform that provides the parcel shipment service and taxi booking service as well.

In this platform we have web interface for the e-commerce services for customers and sellers. This also have mobile apps in android or ios both the platforms for the agents, drivers and customers for parcel service and taxi service.

Aim Of The App

“Service is remembered long after the price is forgotten.”

The AIM of making this system is that to provide a platform to the people, where one can buy and sell the right products online and earn and save money. Objective to develop the parcel facility was to provide the addon services to the people.



Skeykim

Key Points

Key Roles

Key Functionalities

Customer

- Customer can visit the Skeymart platform for the buying any product. For that customer needs to sign up on the platform using email and password and then login on the platform.
- Customer can search the product within different categories and subcategories.
- Customer can filter & sort the product in the product listing page.
- On product page customer will have following things like Product Name, Picture, Details, Size, Variation, Price, Add to Wishlist Button, Related Products, Customer Questions & Answers, FAQs, Review Related Product.
- Customer can add a product in the cart and remove it.
- Customer can provide feedback for the product & the agent
- Customer can update their profile

Customer

- Customer can see order details, order invoices and track orders.
- Customer can also filter the order list.
- Customer can see the user wishlist as well.
- Customer can sign out and delete their account.

Seller

- Seller needs to sign up in the system and get verified the seller profile by the admin. In the seller profile there are Company Name, Logo, Descriptions, Registration Details, Tax ID Number, Selling Category.
- On the Dashboard seller will have following things new order, pickup, revenue, low in inventory.
- Seller can manage the product. For that they can select the category, subcategory; add attributes and post the product.
- Seller can see the order list and manage that and also filter orders.
- Seller can assign the agent to the order and update the agent as well.
- Seller can check reviews and respond to it.
- Seller can check the payment status, sign out from the platform and delete account as well.

Admin

- Admin can login using registered email & password and access the dashboard.
- In the Dashboard there are graphs & counters for total users, total sellers, orders, and revenue.
- Admin can manage users. Admin can check return requests and account details; deactivate and freeze any account.
- Admin can manage the seller and approve the seller profile; also deactivate and freeze the account.
- Admin can manage these sections: Order Management, Shipment Management, Product Approval Management, Site Management, Payment and Reports.

Agent

- Agent needs to sign up in the system. Admin can approve the agents profile. In the agent profile there are agent name, address, locations, ID Proof, contact number, email and settings. se
- Seller side agent will see the basic information regarding the product like product name, descriptions, images, price from marketplace to verify the product is authenticated or not.
- Agent can sent the product in the multi route.
- Customer can pick up the order from the customer side agent.
- Agent will assign the driver to deliver the shipment.
- Agent will see the reviews from the seller.

Driver

- Driver can sign up in the system and complete their profile. In the driver's profile there are Driver Name, Picture, Address, License Number, Vehicle Type -Motor Bike, Pickup Van, Car/ Taxi, Vehicle Brand, Model, Number, Willing to work (Independent - Parcel Delivery / Taxi Service or Agency), Vehicle Availability Option (Active / Inactive), Add Route Map (Single and Multiple)
- Driver can have the following things on the dashboard; Pick up, Revenue, Number of Taxi Ride.
- Driver can get the real time requests for pick up the order, and also get requests for the taxi service.
- Driver can use google map for the Taxi Service.

Driver

- Driver can check the list of all pickups (Passengers and Parcels)
- Driver can check the previous orders and riders.
- Driver can check the reviews and also respond to reviews.
- Driver can check the payment and earnings and total earnings.

Skeykim Customer App

- Customer can sign up and login in the app using email and password.
- Customer can update their profile: Name, Contact Number, Email, Settings.
- Customer can pay the payment via wallet.
- Customer can check the order history: Current Orders, Past Orders, List of all Rides.
- Customer can request for help as well in the app from the help section
- Customer can request the driver for on demand taxi request and schedule taxi request.
- Customer can also request for the shipping. For that they can select the vehicle type, add pick up and drop location, add product information, confirm the order and payment from the wallet.
- Customer can find drivers, track the status and rate drivers.

Skeykim Admin App

- Admin can login in the app using email and password.
- In the dashboard, counters are there for Total Users, Total Drivers, Total Agents, Total Number of Trips (Parcel Delivery, Taxi Services), Total Revenue.
- Admin can manage Users, Drivers, Agents.
- Admin can manage vehicle type
- Admin can manage the shipment calculation formula and also manage the commission structure.
- Admin can manage the below listed modules; Revenue Management, Trip Management, Content Management.

Technology and Tools

Front-end Development

Technology: Laravel - PHP Framework (V 5.5.48),

Google Place API for address selection,
Google Route Draw API for Route Draw,
Firebase for Notification Handle, Stripe
Payment gateway in Server-Side

Database: MySQL

UI/ UX Design: Sketch

Technology and Tools

Building Mobile App

Android: Java for Android using Android Studio

iOS: Swift for iOS using XCode



Challenges & Solutions

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Shipment Formula and Commission

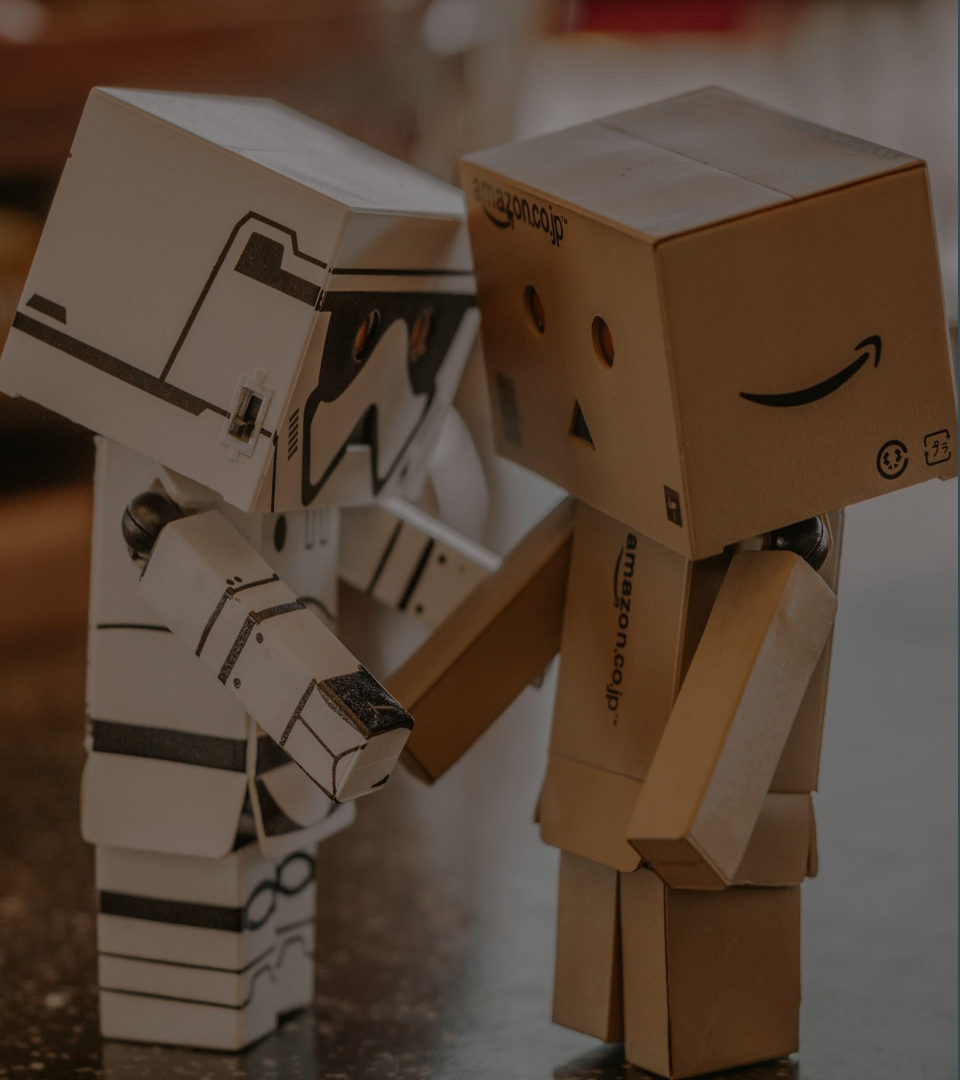
- Normally Shipment and Commission on the successful delivery is not challenging but here the client requirements were bit complicated and that need to be implemented in the system.
- We have done the proper analysis of client requirements and business practices. We laid down the logic and written code accordingly. Tested with use cases to make it successful

Send Real Time Request to Driver

- Send Real Time Request to the driver was a bit challenging in this project. Because in this system driver is doing two types of jobs: one is the shipment delivery and second is taxi service. So the challenge was on a particular time matching driver's availability with activity.
- To solve this problem, we decided that one driver can accept only one job at a time irrespective of type of activity. Once driver completes the ongoing job then only they can accept another order.

Safaricom Mobile Payment Gateway

- Integrating Safaricom mobile payment gateway was another bit of a challenge for this project.
- With proper research of the payment gateway features and development options we could integrate it properly



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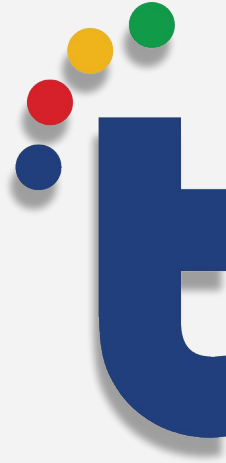


Customer App

Agent & Driver App



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Web & Mobile App Development Company | Technource

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With nearly a decade of experience of serving start-ups and enterprises, Technource is able to devise the right software solution. Endowed with the power of Agile, we ensure performance and customer delight. Having been successfully creating exemplary web and mobile applications, Technource team has honed the craft of creating Artificial Intelligence, Augmented Reality, IoT applications that has been steering clients to attain the next level in their business. Team Technource, with its perpetual learning culture created an ecosystem where innovation and execution is immutable reality.

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Thank You

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