



capsag
Integrating **People** | **Services** | Technology



THE CLIENT

An Online Cab Booking Service catering to the needs of all stakeholders Passengers, Drivers & Fleet Operators. Since February 2016 Capsag Consulting Services has supported LycaFly UK, setup their Back Office Contact Centre in Gurgaon, India.

GetMeCab is the largest Outstation car rental/cab booking platform provider in India, offering exceptional Intercity car rental services for one-way, round-trip and local city usage in more than 100+ major Indian cities. GetMeCab offers its customers freedom to choose from a huge fleet of outstation cabs at unquestionably the cheapest rates in the market.



THE GOAL

The company was looking for a technology partner to develop & build a cab booking platform for its customers to choose from a huge fleet of outstation cabs that can support Multi-city and multi-language support, along with operators having the facility of holding multiple drivers and super admins having authority over pricing issues.



THE CHALLENGE

- New cab can be registered by entering cab details, vehicle no, etc.
- Operator can fix the price after discussing with driver.
- Super admin can block or approve operators.
- Customer to have user-friendly interface access where based on his location, the cab will be auto-suggested.
- Customer will choose destination & vehicle type. System will automatically offer best quote. After Email & SMS confirmation, same will be triggered to the driver.
- Operator & driver can see booking in real time
- Monthly reports with data-driven insights for invoices, bookings etc.
- Customer can share real-time feedback, rating, refer friend etc.



KEY APPROACH & FEATURES

- Built a light weight, innovative & robust web application using full stack technologies.
- Highly engaging applications with seamless experience across web & mobile.
- An intuitive user interface with easy navigation for all stakeholders.
- A single platform catering to the needs of all 4 user types- passenger, driver, operator, super admin.
- Comprehensive & Real Time data-driven application.
- The platform acts as service differentiator from competitors.

SUMMARY

Capsag developed scalable mobile & web application with engaging UX to build outstation cab booking platform catering needs of all stakeholders –passengers, Drivers & Fleet Operators. The web application was developed using FULL stack technologies and iOS applications were developed using native technologies following Agile development for faster time to market.

