



TaxiM**o**bility™

# Taxicom

## Case study



## Overview

Taxicom operates as a taxi service provider serving a wide range of passengers. The company focuses on utmost comfort and luxury in order to make the travel a convenient one for the customers. Taxicom offers a mobile app that comes with GPS facility to book and track taxis online. It offers an excellent taxi service with extreme comfort, enhanced customer satisfaction, and utmost safety.

## The Challenge

Taxicom was lacking an efficient mobile application that could help their customers book taxis online. The company was in need of a taxi hiring system that could track taxis through the GPS system and requested for convenient fare automation, easy payment modes, and other amendments that would reduce the difficulty in taxi management.

## The Solution

Taxicom mobile app was developed with advanced features and technology to upgrade the existing fleet management system to a much more convenient and easy one. The app enabled the user to track the location of the nearest available taxi and allows easy communication between the driver and the passenger. It is compatible with both android and iOS platforms to deliver a responsive user experience. Scheduling, re-scheduling, and cancellation of the taxi can be done through the smartphone without any hassles.

Once the pickup and drop location details are entered, the app automatically displays the estimated fare and driver details. The app supports multiple payment options and provides e-receipts post payment. Passengers can rate their ride based on the performance of the driver which helps the company to evaluate and improve customer service.

## Technologies used

Web Development : PHP 5.3.3, Mysql 5.1.8

Mobile Application : Android 2.2 and above

Design/CSS : CSS, HTML

Script Languages : JavaScript and JQuery

Browsers : Internet Explorer 8.0, Firefox,Safari, Opera, Chrome

Operating System : Windows, Linux

## The Results

The mobile application helped the client expand business and reach a bigger target audience by providing taxi services with utmost customer satisfaction. It minimized the difficulties in taxi hiring and implemented a user-friendly solution to streamline the process of taxi dispatching and management.

## Contact us

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