



Case Study

Client

Gaadiz Automotive Pvt Ltd., is an online aggregator for automobile service and repairs based out of Gurgaon – Delhi NCR. The founder Vikas Mitra came up with an innovative idea of providing cost-effective vehicle service solutions to customer in the Delhi NCR region to begin with and then expand to other parts of the country. The motive behind this was that he thought customers are not getting the maximum benefit for the money they paying to the service stations. Either the service stations charged too much or the service quality did not meet their expectations. He envisioned a conception, which would bring service stations and customers to one platform, unite them, and meet the expectations by delivering cost effective vehicle services, which would obviously be cheaper as well.

Requirement

Gaadiz approached AppsComp in 2016 to help develop a mobile application named **Gaadizo** for iPhones and Android users along with a website. There were two types of applications that needed to be developed; one a customer facing app and another one for service station owners.

The customer facing application needed to have the ability for customers to register their mobile phones, add vehicle details, and update their location. Once registered, customers should have the ability to choose the service station of their choice using filters and select the service station that they prefer based on the different offers displayed. Customers should have the ability of paying online or in the service station directly. Customers should also have the option to request for vehicle pick up and drop from their location. Once the vehicle has been booked for service using the app, customer should be periodically updated of the status via pictures and notify customers when the service has been completed. Apart from this customers should be able to view all offers available for the car of their choice, use Promo codes, and review their service history.

The App for service stations should empower the owners to manage services using the App. Owners should be able to accept a service, show progress of service, and notify the customers when a service has been completed. Owners should also have the ability to view service history of all cars.

Solution

AppsComp jumped into action and assigned a dedicated team of developers and testers to get started with the development. It was an exciting journey right from start to beta deployed. Both the teams interacted with each other with many onsite visits. The product was developed using Agile methodology with releases every week. The first version was released to Gaadiz for beta testing within 6 months of signing the agreement. Once the beta version was released, the application has been consistently upgraded to meet customer requirements. The application has undergone a great deals of changes ever since it was launched. As of March 2019, Gaadizo has an outreach or more 75,000 Sign Ups, more than 20,000 downloads in PlayStore and 5,000 downloads in iCloud and close to 25,000 services completed.

