

Rapid business expansion by automating manual processes that saved 500+ man-hours in a year and fully removed human intervention



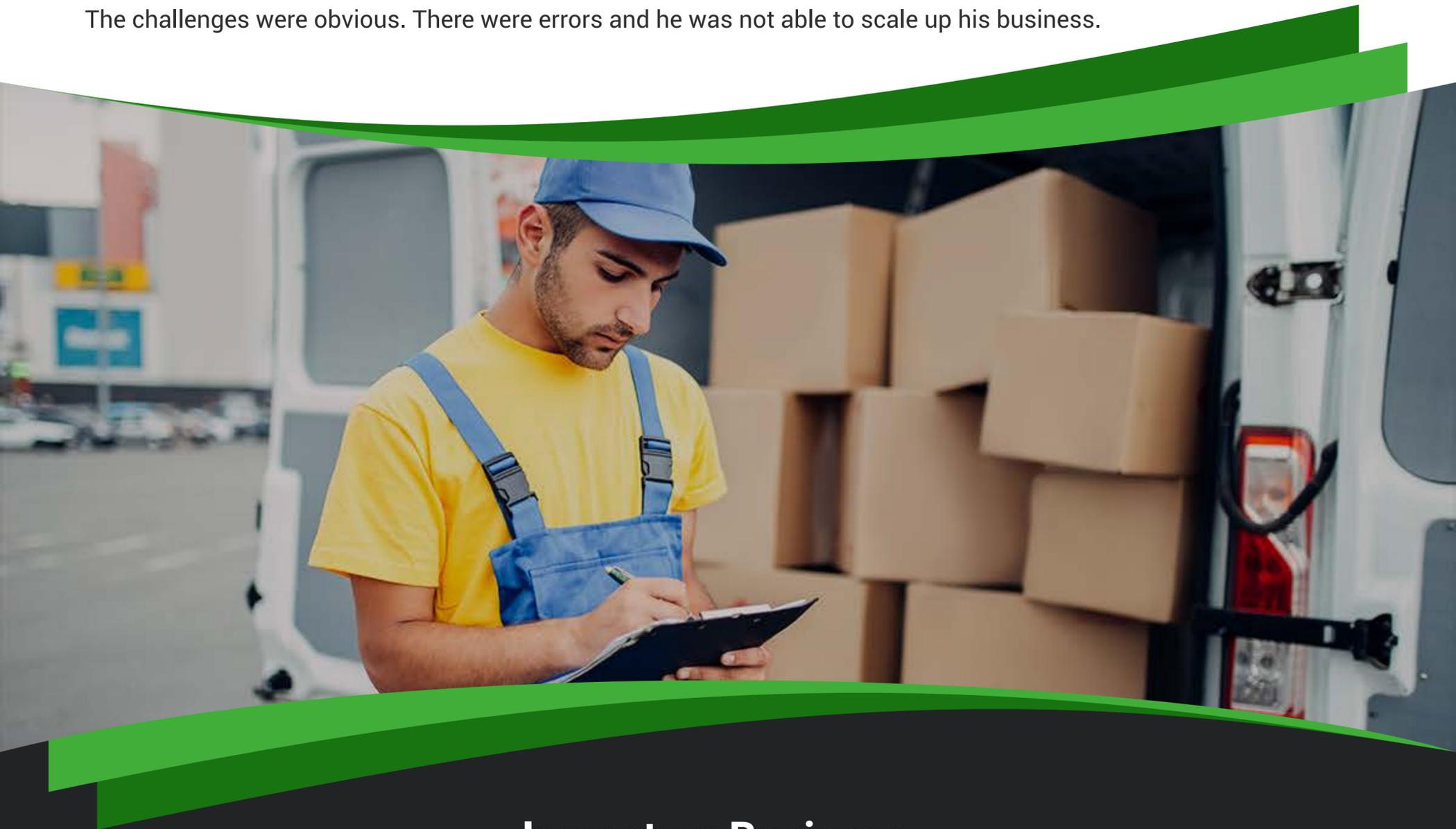
Summarizing Situation

Manual operations were limiting growth of the business.

VanMile is the “Uber of Moving & Delivery” in the US. An on-demand, app-based marketplace that connects laborers and individuals with pickup trucks, box trucks and more, with those in need of various moving and deliver needs. They operate in Atlanta (GA), Charlotte(NC), DFW Metroplex (TX), Little Rock(AR), Miami(FL), Nashville(TN), Raleigh(NC) and Washington(DC). Mike Wang CEO at VanMile along with a few employees was coordinating for business through phone calls which included

- Customer centric coordination for pickup and delivery location, calculating and sharing service cost, negotiating cost, service booking, follow up with customer for releasing payment post-delivery etc.
- Helper centric coordination for to know helpers' availability based on customer requirement, booking helper's slot for pickup, follow up with helper on pickup and delivery date, releasing payment post delivery

The challenges were obvious. There were errors and he was not able to scale up his business.



Impact on Business

Drivers, Helpers, movers & packaging service professionals across the US were not having any medium to connect with the clients.

95% of Mike's time was going into managing operations. This was becoming a key challenge as he was unable to work upon business expansion plan. He was declining business as more work means more time in managing operations smoothly and time was the constraint as he was fully occupied with existing business.

He had two choices either add more team members and increase operational cost or think of digital transformation through technology.



Resolution

Understanding the challenge and its impact on Mike's business, Systematix worked on designing and developing a native mobile app for iOS and Android devices. This application made the business model completely self-serve. VanMile mobile app connects its customer and qualified helpers in such a way so that,

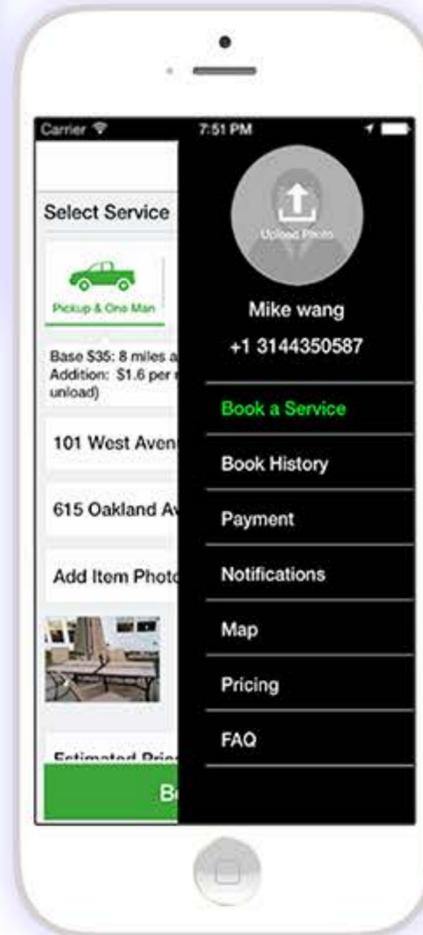
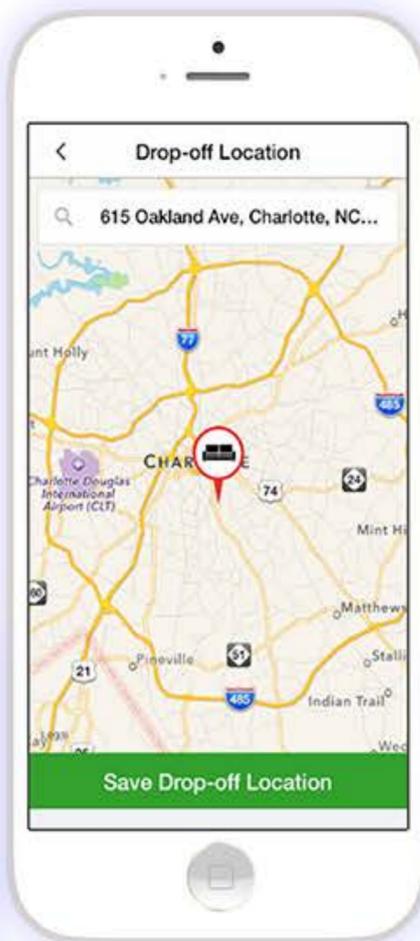
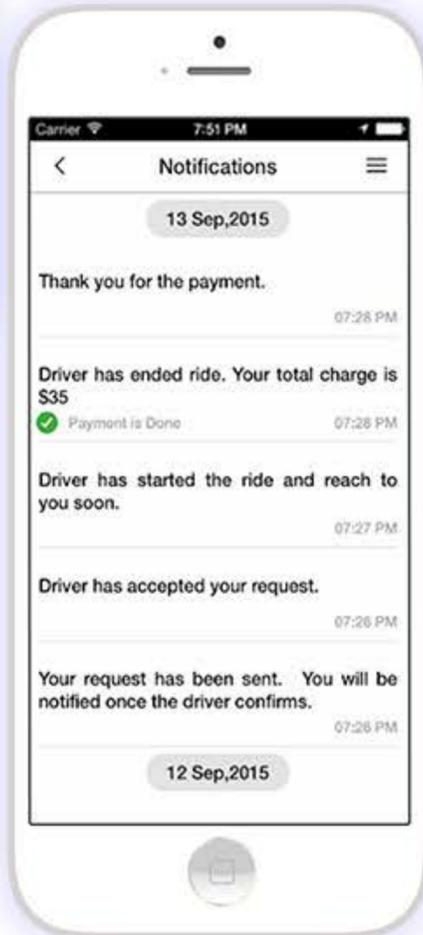
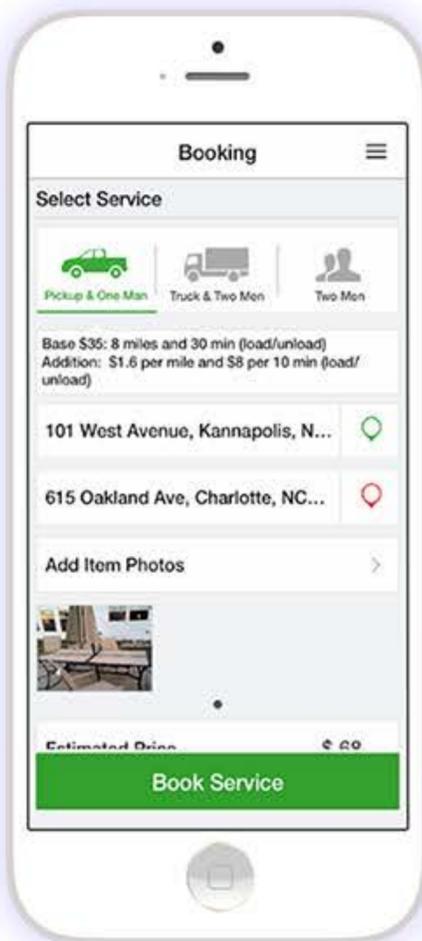
- Customer has a choice to choose service packaged as Pickup & One Man, Truck & Two Men, Two Men, Freight Truck
- Upload the picture of the item(s) to be moved
- Get the service cost
- Book the service
- Helper gets notification based on criteria selected by customer
- Helper confirms service request based on availability
- Helper Picks up item on schedule date
- Payment settlement is done automatically once the item(s) is delivered

Resolution's Results

Mike's biggest relief was to get enough time to explore the possibility of expanding his business

- Total coordination time spent over phone calls reduced from 5 hours to max 15mins per day
- Automatic payment settlement post item delivery between VanMile, its customer and the helper reduced operations management and cost.
- Fixed price model therefore no negotiation with the customer
- Auto pilot mode where VanMile application quotes for the service based on the item to be moved
- Real time notifications to the customer and the helper on various events to be updated with the progress on the service.

Retailer view



Client Testimonial



Saving a lot of my time is one of the key achievements of the project. I really liked the way Systematix worked on this application and made my working hours more productive and life easy. Together, we have developed many features like reward point for helper, clicking and uploading items pictures, auto price calculation, helper experience sharing and letting VanMile know extra expenses made during transporting items, are some of the excitements of the app. I strongly recommend Systematix for their work. I appreciate their objective of getting ROI to client from the work they do. I wish them good luck and keep on working with them.



Mike Wang
CTO at VanMile

About Us

Incorporated in 2005, Systematix Infotech has been at the forefront of providing digital transformation consulting and software services to businesses globally. Their focus has been to design solutions that contribute towards the client's success and are sustainable to support the growth and changing dynamics of the business. Our work with over 900+ clients across 2500+ interesting projects speak of our diverse talent, project management and quality management capabilities.

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