

LAB #1

To develop a problem statement

Team Members:

Shreeman R - 18BTRSE025

Srijan Kumar Srivastava - 18BTRSE028

T Aswin Barath - 18BTRSE031

Vyshnav Raj - 18BTRSE033

Case Study: Online Food Delivery System

Problem Statement:

The case study titled “Online Food Delivery System” is a platform for the purpose of ordering food online from a local restaurant or food cooperative of our choice through a Website or App.

This application provides us with complete information regarding any restaurant or food cooperatives around a certain radius of users locations, that have signed up as a grocer in the platform.

It features a familiar and well-thought-out and attractive user interface, much like ordering consumer goods online, users can have personalized accounts in order to make the frequent ordering of food made convenient. A user can search for a favourite restaurant, usually filtered via type of cuisine and choose from available items, and choose delivery or pick-up.

In this business, the online food delivery platform acts as the role of intermediate between restaurants or hotel and end-user or customer. And it charges a commission to the restaurants on the basis of orders.

While users pay a delivery fee, the platform earns through restaurants that pay a commission for each delivery, which is then split among the delivery partner and the company. The payment gateway of the platform accepts credit/debit cards, UPI or Cash on delivery.

Furthermore, users can pre-order based on their plan for their meal and are organized. The system can also provide a Scan & Order feature from their favourite restaurants.

The major advantage of this proposed system is to have the Take Away Ordering facility, a win-win solution for restaurant owners and customers.

The following are the brief description of the functions achieved through this case study with the roles of end-users:

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End-Users:

User/Customer: Need food for appetite and also place various issues/requests to the employees of the platform.

Grocer/Seller: To provide the food to the users who placed the order, through the delivery man of the platform.

Delivery man: To transport the food to the preferred location of the users.