

**Project Design Phase**  
**Problem – Solution Fit Template**

Date	19 February 2026
Team ID	LTVIP2026TMIDS87679
Project Name	Steamy Pot – Smart Food Delivery Platform
Maximum Marks	2 Marks

**Identified Customer Problem**

Online food delivery platforms face operational and personalization challenges that impact both customers and service providers.

**Key Problems Identified:**

- Users struggle to discover trusted restaurants when traveling to unfamiliar locations.
- Over-reliance on generic public ratings reduces confidence in decision-making.
- Inefficient coordination between users, restaurants, and delivery drivers causes delays.
- Limited real-time synchronization affects order management and inventory accuracy.
- Restaurants face difficulty in managing high-volume online orders efficiently.

These issues reduce user trust, service reliability, and operational efficiency.

**Target Customer Segment**

- Urban food delivery users
- Travelers visiting new cities
- Restaurant partners seeking operational efficiency
- Delivery drivers requiring structured workflow
- Platform administrators managing ecosystem control

**Proposed Solution**

Steamy Pot is a MERN-stack based multi-role food delivery platform designed to address the identified problems through:

- Secure JWT-based authentication and role-based access control
- Structured order lifecycle management system
- Persistent cart architecture
- Intelligent driver assignment mechanism
- Social-aware restaurant recommendation system based on trusted contact signals (with privacy safeguards)
- Admin-controlled onboarding and monitoring system

**Template:**

# Problem – Solution Fit Canvas

Map customer problems to a targeted, value-driven solution for the **Steamy Pot – Smart Food Delivery Platform**

Personas	<b>1. CUSTOMER SEGMENT(S)</b> <b>CS</b> <ul style="list-style-type: none"> <li>Urban food delivery users,</li> <li>Travelers visiting new cities.</li> <li>Restaurant partners seeking efficiency</li> <li>Delivery drivers need a structured workflow</li> <li>Platform administrators managing &amp; controlling</li> </ul>	<b>6. CUSTOMER CONSTRAINTS</b> <b>CC</b> <p>Frustrations from failing systems, like failing seams line:</p> <ul style="list-style-type: none"> <li>Lack of restaurant discovery</li> <li>Generic rating limits with contacts,</li> <li>Ensure efficient delivery coordination,</li> <li>Ensure food availability when ordering online.</li> </ul>	<b>5. AVAILABLE SOLUTIONS</b> <b>AS</b> <p>How people currently solve this problem: navigating only by public ratings, inefficient logistics apps, frequent app crashes, or overreliance on a few options.</p>
	<b>2. JOBS-TO-BE-DONE / PROBLEMS</b> <b>J&amp;P</b> <p>What jobs, needs or problems do we solve for your customers?</p> <ul style="list-style-type: none"> <li>Discover trusted restaurants in near places,</li> <li>Receive trusted recommendations from contacts.</li> <li>Ensure efficient delivery coordination.</li> <li>Ensure food availability when ordering online.</li> </ul>	<b>3. PROBLEM ROOT CAUSE</b> <b>RC</b> <p>Why do current solutions not solve the problem root cause?</p> <ul style="list-style-type: none"> <li>No mechanisms for personal recommendations.</li> <li>Weak automation of order coordination.</li> <li>Food is unavailable due to change in stock regulations.</li> </ul>	<b>7. BEHAVIOR</b> <b>BE</b> <p>What behaviors drive customers to address the problem and get the job done? How are they currently solving it? How open are customers to change?</p> <ul style="list-style-type: none"> <li>Reliance on public ratings,</li> <li>Chatting with friends for recommendations while traveling.</li> <li>Sharing lists, seeking convenience &amp; urgent food.</li> </ul>
Scenarios	<b>3. TRIGGERS</b> <b>TR</b> <p>What motivates customers to act? is it an existing habit, event, need, urgency, social pressure, neighbor mentioning something, recurring.</p> <ul style="list-style-type: none"> <li>Arrival in new city</li> <li>Relying on generic rating-limits or hints of a friend.</li> <li>Wanting fast food during a busy day</li> <li>Hearing about other's bad delivery experience</li> </ul>	<b>8. YOUR SOLUTION</b> <b>SL</b> <p>How do you solve the identified problems, make them your current solution fit into the customer's existing behaviors and answer their Jobs-to-be-done?</p> <ul style="list-style-type: none"> <li>Steamy Pot an intelligent, all-one food delivery platform                             <ul style="list-style-type: none"> <li>Social-aware recommendations,</li> <li>Efficient order management.</li> <li>admin dashboard • smart cart</li> <li>Mobile app-ad.</li> </ul> </li> </ul>	<b>6. CHANNELS &amp; BEHAVIOR</b> <b>CH</b> <ul style="list-style-type: none"> <li>Mobile App; website • Email/Notificatsons,</li> <li>Social Media</li> </ul>
	<b>6. EMOTIONS: BEFORE / AFTER</b> <b>EM</b> <ul style="list-style-type: none"> <li>Overwhelmed by choices, poorly matched recommendations; stress from activity delays via app.</li> <li>Stress; from delivery via app.</li> <li>Stress from delivery delays; confident delivery via app.</li> </ul>	<b>9. TRIGGERS</b> (such as follow) <b>SL</b> <ul style="list-style-type: none"> <li>Arrival in new city, relying generic ratings or friend.</li> <li>Wanting fast food during a busy day.</li> <li>Hearing about other's bad delivery experience via app.</li> </ul>	<b>7. CHANNELS &amp; BEHAVIOR</b> <b>EM</b> <ul style="list-style-type: none"> <li>Mobile App; Website,</li> <li>Email/Notifications Social Media</li> </ul>
Personas			<b>6. EMOTIONS: BEFORE / AFTER</b> <b>EM</b> <ul style="list-style-type: none"> <li>Overwhelmed by choices, poorly matched Stress from delivery delays</li> <li>Confident delivery via app, • 2027</li> </ul>

## References:

- <https://www.ideahackers.network/problem-solution-fit-canvas/>
- <https://medium.com/@epicantus/problem-solution-fit-canvas-aa3dd59cb4fe>