SYSTEM MAP

Data Center

Map Provider

Online Service App/Web

Software Development

Maintenance Service

Map Provider

Car

Customer Service

CAR 2GO
Car2Go Management Group

Insurance

User

Car Provider

Advertisement

Payment Platform

Marketing

Information Flow

Financial Flow

Material Flow

Main stakeholders

Secondary stakeholders

Tertiary stakeholders

CAR 2GO · SYSTEM MAP

SOME EXTRA NOTES

GOVERNMENT
1. Issuing number plates for the vehicles in the services
2. Verifing user credentials (i.e. driver license, ID etc.)
3. Providing free parking area for Car2Go vehicles.

CAR PROVIDER → Car2Go
1. Daimler AG is providing both Smart (Smart fortwo and Smart forfour) and Mercedes-Benz vehicles for Car2Go service.

MAP PROVIDERS → DATA CENTER
1. Based on differnt mobile operation systems, multiple companies (i.e. Google and Apple) provide map services used in the Car2Go application.

EXTRA HARDWARE MANUFACTURERS INVLOVED
1. Providing the windshield pin device for displaying the pin required to unlock the car
2. Providng the key-holder in front of the front passenger seat.

ONLINE SERVICES
1. Application: Register, verify, reserve, travel, review, pay, etc
2. Website: Register, verify, Q&A, browse promotion.

PAYMENT PLATFORM
1. Credit card i.e. MasterCard and Visa, issued by banks

USER ← APP STORES → ONLINE SERVICES
1. Users access, rate and review Car2Go application via app stores as part of Google and Apple's services

CUSTOMER SERVICE
1. MAIL: Ask questions about car2go, need help, give feedback
2. CHAT: Ask questions about car2go, need help, give feedback
3. CALL CENTER: Ask questions about car2go, need help, give feedback
4. Car2Go Shops: Register for an account, validate account information, and look for answers for user's own questions in person