Business Model Canvas

Key Partnerships
- mumbai metro
- delhi metro
- patna metro
- hyderabad metro
- gurugram metro
- benguluru metro
- noida metro
- kolkata metro
- jaipur metro
- nagpur metro
- Bharat Electronics
- Ircon International
- L2M Rail
- Alstom
- amadeus
- saraca
- WAGO

Key Activities
- App Development
- Customer Support
- Data Collection & Analysis
- Marketing and Promotion
- User Education

Key Resources
- Development Team
- User Data
- Technology Infrastructure
- Brand Reputation
- Legal/Compliance

Value Propositions
- Convenience
- Time Savings
- Real-Time Information
- Sustainability
- Personalization

Customer Relationships
- Customer Support Channels
- Loyalty Programs
- Community Engagement
- Personalized Notifications

Channels
- Mobile App
- Website
- Social Media
- Push Notifications

Customer Segments
- Daily Commuters
- Occasional Travelers
- Tourists/Visitors
- Corporate Travel Programs
- Tech-Savvy Individuals

Cost Structure
- App Development & Maintenance
- Marketing and Customer Acquisition
- Payment Gateway Fees
- Operational Costs
- Research & Development

Revenue Streams
- Ticket Sales
- Subscription Plans
- Advertising Revenue
- Data Insights
- Loyalty Partnerships

Asset Management

Alerts & Incidents

Projects & Programs

Strategies & Goals

Grants & Funding

Community Outreach

Track Misalignment
Category: Structural
Impact: High

Temperature Spike
Category: Thermal
Impact: Low

Vibration Alert
Category: Mechanical
Impact: Medium

Humidity Change
Category: Environmental
Impact: Medium

Issue Map

Critical   Warning   Normal

Issue Log

Search issues...   [Filter]

Date Submitted	Category|Impact
2023-09-01	Structural Critical
2023-09-05	Electrical High
2023-09-10	Safety Medium
2023-09-15	Signal High
2023-09-20	Track Critical
2023-09-25	Maintenance Low
2023-09-30	Environmental Medium

Maintenance Schedule

Track Inspection
Date: March 10, 2024

Routine track inspection for Line 2. Includes assessment of rail alignment and wear.

Signal Upgrade
Date: March 15, 2024

Upgrading signal systems at Station 5 to enhance train communication.

Tunnel Cleaning
Date: March 20, 2024

Scheduled cleaning of tunnels on Line 1 for safety compliance.

Bridge Maintenance
Date: March 25, 2024

Structural maintenance of Bridge 7 to address minor wear and tear.

Amanda
View profile

Customer Journey Mapping for Metro Rail Booking App

This guide provides an analysis of the customer journey for a metro rail booking app, specifically tailored for a student project. The goal is to understand the customer's experience from the initial login to receiving the boarding pass.

🔑 Login or Create Account

The journey starts with the user either logging into an existing account or creating a new one.

User opens the app and sees the login page.

User chooses to log in with existing credentials or create a new account.

📘 Enter Trip Details

On the next page, the user enters the travel details including destination, date, time, and ticket type.

User selects destination from a dropdown or search bar.

User selects ticket type: one way or round trip.

User chooses the date and time of travel.

💳 Payment

Once the trip details are confirmed, the user proceeds to the payment page.

User is presented with payment options: credit card, debit card, or digital wallet.

User enters payment details and confirms the payment.

🎫 Boarding Pass

After successful payment, the user receives a digital boarding pass.

User sees the boarding pass on the screen with a QR code.

User has the option to download or print the boarding pass.