Technical Answers for Real World Problems

CSE 1901

REVIEW - 1

Porter Booking System

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Submitted To:

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Product Vision

The vision of an online porter booking system is to streamline the process of hiring a porter by providing a platform that allows users to easily find, book, and pay for the services of porters.

Problem

1. Unorganized: porters are unorganized and there are too many of them at the same time which leads to most of them not getting a customer.
2. Mid-Night: Customers arriving in the middle of the night, especially the elderly, cannot find porters to carry luggage.
3. Exploitation: porters are often paid very low wages.
4. Lack of job security: porters are typically not provided with any form of job security.
5. Lack of legal protections: porters are not always protected by labor laws and may not have access to legal recourse if they are mistreated or not paid for their work.
6. Weight Limit: porters end up carrying more weight which can harm their body.

Motivation for Topic Selection:

The motivation for an online booking system for porters (also known as porters or baggage carriers) could be to make the process of arranging for a porter more convenient and efficient for both the customer and the porter. With an online system, customers can easily find and book a porter in advance, and porters can also easily manage and keep track of their bookings. Additionally, an online system can also provide a platform for customers to rate and review porters based on their experiences, which can help improve the quality of service provided.

Another motivation for an online booking system is to reduce the chances of overbooking or no-shows, which can be problems with traditional manual booking methods. An online system can automatically keep track of availability and bookings, which can help reduce these issues.

Lastly, an online booking system can also be a way to provide financial stability to porters, which may not have regular employment or income.

Overall, an online booking system for porters can provide a better and more efficient service for customers, while also helping to improve the livelihoods of porters.

Competitors And Current Market Position:

There is currently one competitor in India called Cab O Coolie which has been partially started up in 3 cities in north India. They claim to provide cab and coolie services in Mumbai, Varanasi, and Noida but they have not yet begun their implementation- the app and services haven't been launched.

Their market position is very weak and their growth has been slow and unlike us they do not provide more specialized support for senior citizens, also there is no specialized training for illiterate people on how to use the application.

Factors to be taken into consideration:

There are several factors that need to be taken into consideration when choosing a porter booking system. Firstly, the system should be able to provide an efficient and convenient way to book porters. It should also be able to track the performance of the porters in real-time and provide easy access to customers.

Also the cost, the ease of use, the features offered, customer service, and the security of the system. Additionally, it's important to consider the customer base you're trying to

reach and make sure the system is tailored to their needs. For example, if you're targeting an older audience, you may need to look for a system that is mobile-friendly and has a friendly user interface. Lastly, make sure the system is compatible with other systems you may be using, such as payment gateways.

Manufacturing Setup

No specific manufacturing facility will be required since this is a technical project . Hence we can begin the development with minimal cost and focus on making the app/website directly as well as getting in touch with the porters in the state.