Delivy

Package of Apps for restaurants to make food delivery process better for both customers and restaurants

What

1. A mobile (or tablet) app to get orders from a customer.
2. A mobile app for the delivery person to carry ready food from restaurant to customer
3. A mobile app for customer to order food from restaurant and track the process of delivery

Background

Roles:
- **Restaurant** - the company which prepares the food.
- **Customer** - a person who wants to order food in order to be delivered to a specific place (address).
- **Delivery person (carrier)** - Employee of the restaurant with some kind of vehicle (scooter, bicycle etc.) which carries ready food from restaurant to customer.

Imagine you are running a restaurant in Tartu. You want to deliver the food you are cooking to customers. First option you have is using services like Wolt (www.wolt.com). However, services of Wolt are expensive and you want to hire your own delivery person (carrier). But you don’t have software infrastructure to make this process appealing to customer. Usually, the restaurants who hired their own carrier use traditional method, a process like described below:

**Traditional scenario:**
1. Customers calls restaurant and orders some food and leaves the address for food to be delivered (assumed that customer has menu of the restaurant in advance or restaurant has a web-site listing the menu there)
2. Restaurant prepares the ordered food
3. Carrier carries the prepared food to customer’s address
4. Carrier gives the food to the customer and accepts the payment.

**Modern scenario:**
1. Customer makes the order through mobile app
   a. Customer chooses the food from mobile app and adds to the basket
   b. Customer chooses the delivery address on the map.
   c. Customer pays the cost of the basket (completes the order)
2. Restaurant gets the order and accepts the order
   a. Restaurant prepares food
3. Carriers carries the prepared food from restaurant to customer

Advantages of modern scenario:
- Customer can track all steps of the process
- Customer easily can provide address from map and avoid speaking to human beings
- Customer can get live estimation about delivery timing and position of the carrier
- Easier for restaurant to track the carrier
- Cost effective for restaurants who focus on delivery sales

Expected outcome

To be confirmed in cooperation with the student team.

Conditions

Any outcomes produced by the student team under and within the framework of the Software Project and any transferable intellectual property rights related thereto, incl. all the economic rights of the author and rights to protect intellectual property are transferred to Tongal OÜ from the moment of creating them.

Contacts:

Nurlan Kerimov, Future restaurant manager, nurlan.kerimov@ut.ee