profcyma
Solutions pvt. ltd.

Ride Booking & Fleet Management Platform

Industry: Transportation & Travel Technology
Platform: Custom Website Development
Android Application Development
Admin Panel & Fleet Management System

PROJECT OVERVIEW

iCab Tours required a comprehensive digital platform to manage customer ride bookings, driver operations, and fleet control from a single system. The objective was to develop a reliable web and Android-based solution that could handle multiple ride types, real-time bookings, driver assignment, and operational control — while ensuring service continuity and customer satisfaction.

Profcyma Global delivered an end-to-end ride booking and fleet management platform designed for scalability, operational efficiency, and real-world transportation workflows.

BUSINESS REQUIREMENTS

- Enable customers to book rides easily through a website
- Support multiple ride types and travel packages
- Provide transparent fare calculation before booking
- Manage bookings, drivers, and fleet from a centralized admin panel
- Prevent ride cancellations due to driver unavailability
- Ensure real-time communication between customers, drivers, and admin
- Deliver a scalable platform suitable for daily operational use

OUR SOLUTION

Profcyma Global designed and developed a custom ride booking ecosystem consisting of:

- Customer-facing booking website
- Android driver application
- Admin panel for full operational control

PLATFORM CAPABILITIES & KEY FEATURES

01. Customer Booking System

- Online cab booking via website
- Multiple ride options:
  - Local One-Way
  - Local Rental (hourly / packages)
  - Return Trip
  - Intercity Travel
- Pickup & drop location selection with date and time scheduling
- Fare calculation before booking for transparent pricing
- Instant booking confirmation
- Real-time ride status tracking

02. Booking Management (Admin Panel)

- Real-time dashboard displaying all customer bookings
- Detailed booking information:
  - Local One-Way
  - Local Rental (hourly / packages)
  - Return Trip
  - Intercity Travel
- Pickup & drop location selection with date and time scheduling
- Fare calculation before booking for transparent pricing
- Instant booking confirmation
- Real-time ride status tracking

03. Driver Assignment System

- Manual driver assignment by admin
- Instant ride notification to assigned driver
- Automatic sharing of driver details with customer:
  - Driver name
  - Contact number
  - Vehicle number & type
- Ride status tracking:
  - Assigned
  - Started
  - Completed

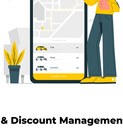
04. Emergency Driver Broadcast System

- To prevent missed or cancelled rides, Profcyma Global implemented an automated driver broadcast system.
- If a driver is not manually assigned and pickup time is near:
  - Booking is automatically broadcast to the driver app
  - All available drivers can view the ride request
  - Drivers can accept the ride
  - First driver to accept is assigned automatically
- Customer instantly receives assigned driver details

This feature ensures maximum service availability and prevents ride failures.

05. Driver Android Application

- Secure driver login
- View available and assigned rides
- Accept or reject ride requests
- Pickup location and customer contact visibility
- Navigation support with Google Maps integration
- Ride status updates:
  - Reached
  - Trip Started
  - Trip Completed
- Driver earnings and trip history

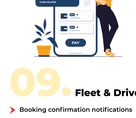


06. Coupon & Discount Management

- Admin-created promotional coupon codes
- Flat or percentage-based discounts
- Expiry date and usage limit controls
- Coupon application during customer booking
- Support for marketing and promotional campaigns

07. Customer Notifications

- Booking confirmation notifications
- VDriver assignment alerts
- Driver contact details shared automatically
- Ride reminders and status updates
- Support for SMS / WhatsApp / Email notifications (optional integration)



08. Payment Handling

- Cash booking support
- Online payment integration (optional)
- Transparent fare breakdown
- Invoice and receipt generation

09. Fleet & Driver Management

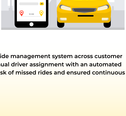
- Booking confirmation notifications
- VDriver assignment alerts
- Driver contact details shared automatically
- Ride reminders and status updates
- Support for SMS / WhatsApp / Email notifications (optional integration)

10. Reports & Analytics

- Daily booking reports
- Revenue reports
- Driver performance tracking
- Coupon usage reports
- Cancelled ride analysis

11. Safety & Administrative Control

- Full admin control over all bookings
- Manual override of any ride
- Customer and driver blacklisting
- Secure storage of ride history and records



Result

The platform enabled iCab Tours to operate a centralized digital ride management system across customer bookings, driver operations, and fleet control. By combining manual driver assignment with an automated backup allocation system, the solution significantly reduced the risk of missed rides and ensured continuous service availability.

WHY THIS PROJECT MATTERS

This project highlights Profcyma Global's ability to design and deliver mission-critical, real-world platforms that go beyond basic booking functionality. The solution demonstrates expertise in transportation workflows, real-time systems, and operational control — essential for ride-based and logistics-driven businesses.

Thank You

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