

**“READY RESCUE” A MOBILE PLATFORM TO
CONNECT VEHICLE MECHANICS WITH
CUSTOMERS FACING VEHICLE BREAKDOWNS**

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Abstract

In this fast-moving world everyone is rushing to reach their destination on time. In this situation facing a problem where the vehicle breakdowns due to any reason will cause a problem to the person and put the person into great difficulty to recover from this situation. This problem might get worse depending on the place of breakdown such as being on a highway or an area which the person is not much familiar with. When considering a vehicle mechanic there are talented mechanics who are unemployed or under employed in the country due to various types of reasons. These mechanics' skills are not utilized to the best of their ability and they are not satisfied with their work. It is identified that there is an inefficiency from both the customer end as well as the mechanics end, when it comes to requesting and providing roadside assistance. This has been identified as problem.

Based on the problem background and the project aims, it has been identified to design and develop an IT based solution “**Ready Rescue**”. This platform consists of 2 mobile applications for the mechanics and customers, another web-based application for the admins to manage the system. This will provide vehicle mechanics the opportunity to provide their services full time or part time as they wish. The mechanic could register for the desired services and start or stop working and any time needed. Once a customer has faced a breakdown on the road, a mechanic's assistance could be requested through the application, by the type of services needed. The closest mechanic who is working and providing the requested services will be notified and connected with the customer in need.

Through the conducted research it was identified that the existing solution does not provide a complete solution to the existing problem. Most existing application providing roadside assistance are from service stations, and some applications which do let mechanics work has no proper authentication for mechanics and less comprehensive in providing multiple services.

Keywords: Roadside Assistance, Breakdown services, mobile application, Vehicle Mechanics, Customers