

US Govt. – iWork Order

Project:

iWork Order

Industry:

Public Sector/Government

Technologies / Platform:

- iPhone
- CoreData
- Xcode 3.2.5
- iOS 4.0
- Mantis Bug Tracker
- BaseCamp

Business Benefits:**Customer/Consumer**

- Problems can be reported easily
- Image capture + Voice

Client

We are under an NDA to share the details of the client...

Business Needs

To make an application that will allow contractors, technicians or engineers to manage work orders assigned to them via iPhone interface. It also helps the citizens or the authorized representative would to report infrastructure problem in their vicinity.

RapidSoft's Role

- The application was made in 3 parts: iCitizen, iTechnician and Admin
- iCitizen and iTechnician can be used by the citizens and technicians respectively, so that the citizens can upload infrastructure related problem and the technicians can get to know the work assigned to them by the authority
- Creating server where the information sent by the citizen will be stored, web admin can identify and investigate the problem and later on assign the task to respective technicians.

Solution Overview

The citizen with the help of iCitizen application can report a damage to the authorities related to any building, road etc. The user can click the photo of the damaged area, upload it on the server, record a message describing the problem and save it on server. The web admin goes onto the server, checks the problem and assign the task to an available technician. The technician with the iTechnician application can see the assigned task finish it up, write a comment on the completed task.

Highlights:

- Application is divided into 3 parts for easy use: iCitizen, iTechnician and the server component
- Things categorized in proper way for faster and better navigation.
- Map location of the problem.
- The picture of the problem can be taken, uploaded and a voice message can be recorded for the same.