Case Study

Ticket Rikskortet

Client's Profile

Edenred is a public French company, formerly a part of Accor Services, and it is known for being a leading provider of a wide range of prepaid corporate and commuter services. With over 1 billion euro of annual revenue, Edenred is currently rapidly acquiring other brands in this field, including Barclay Vouchers – the sole provider of meal vouchers in Japan. Edenred is present in 40 countries, and PGS Software helped the company build and launch its Swedish mobile meal voucher platform: Ticket Rikskortet.

1. CHALLENGE

The main task was to build a polished mobile application for three major platforms in a short timeframe. The base function of the application was to check the balance on the prepaid meal card, manage transactions and display suggestions of local restaurants.

There were several challenges involved at different stages of development:

◢ The development for iOS and Android had to be parallel, as both versions were supposed to debut together.

◢ The application had to include a module for finding local lunch options, which required some work with Google Maps API and geo-tagging.

◢ Our client delivered multiple animated sequences to make app funnier and more pleasant to use. However their size made it necessary to create both a base app with some basic effects and an additional downloadable data package for the app.

◢ New back-end server for the app was being provided by a third party contractor and didn't meet some of the planned criteria. This complicated the process and required the team to adapt to many unforeseen circumstances.

◢ Dynamic application resizing required a lot of work due to the number and nature of used animations.

▲ **Design:** We came into the project when basic building blocks were already in place. Apart from delivering a working prototype of the application, the client also took care of the web front-end, as well as the back-end server. The initial focus was simply to improve, finish and release the app for all major mobile platforms.

▲ **Application development:** While the base application was simple and built upon

Platforms	Android, iOS, Windows Phone
Technologies (Android)	Java, SOAP Web Services, K-soap, sudzc, Eclipse, IntelliJ IDEA, Simple XML, Google Maps 2.0
Technologies (iOS)	CoreLocation, CoreGraphics, MapKit
Technologies (Windows Phone)	Windows Phone SDK, Windows Phone Controls Kit, Windows Presentation Foundation, MVVM pattern
Resources	1-2 Android developers, 1 iOS developer, 1-2 WP developers, 1 back-end developer
Duration	March – June 2012 (first versions)
Users	Around 50 000

a delivered concept, one of the goals was to make it as exciting to use as possible. We have received and implemented a large number of funny animations and transitions. They made the first version of application very media-intensive, so we had to work hard to keep the total size under control.

Another interesting part of the development process was centered around the "random lunch finder" that would search the list of local restaurants for meal suggestions, and display them on dynamic overlays using maps gathered via Google Maps API.

▲ **Back end development:** at one point the app was supposed to be connected with a new server and database solution created by a third party contractor. Unfortunately the new back-end started causing unexpected problems and it took some time before a company that created it has managed to improve it. This was an important test of our team's flexibility. They often had to resort to workarounds and develop stop-gap solutions, until the problems were solved. Despite this additional workload, the team managed to keep a steady progress with the mobile applications.

Main application benefits:

Full control of account, transactions and card blocking

Search functionality to locate restaurants

Random lunch finder

User accounts linked to their National Cards

Direct support via phone and e-mail

Fun fact:
no one at the team actually spoke Swedish, and that happened to be the only language within the app. However this wasn't a problem – the same team also prepared applications for Albanian and Chinese customers…

Updates and support:
some time after launch, the client entrusted us with updating the application. We have managed to iron out the last kinks. We've made the app smaller, to answer some of the reviewers who didn't like the size of the first version. We removed the animations and replaced them with clean, beautiful layouts. This helped people with slow data connections, and at the same time made the app look modern. We've also fitted the app with support for special and timed offers.
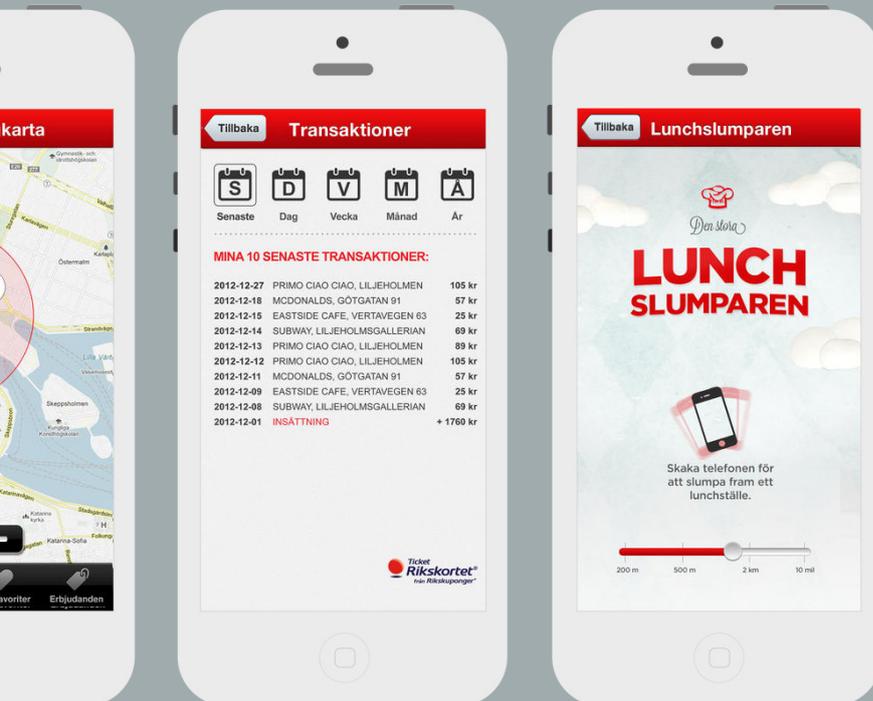
Summary

The main difficulties in this project came not from technical obstacles, but from unexpected issues outside of our control. Despite them, our team has managed to deliver three quality mobile applications in good time, implementing all the features the client wanted to see. What's more – the team members actively supported the client in his contact with other contractors, and helped him resolve multiple issues that were originally outside of our scope.

▲ **About the product:** Having split from Accor Services in 2010, Edenred quickly became one of the leading prepaid performance enhancement and commuter benefit services. Its Ticket Rikstortet service allows companies to fund meal vouchers to their employees.

▲ **About PGS Software:** We are a dynamic public Polish IT outsourcing company specialized in software development. Our job is to convert your ideas into real-life custom business solutions unavailable with the off-the-shelf boxed products.