

# Android Mobile App Development For Automating Custom Card Order

*Client is a global technology leader in bank note production and processing, this European giant also specializes in end-to-end solutions comprising hardware, software, and services for mobile security applications, especially in telecommunications and electronic payments.*

*The company offers security solutions for mobile technology to banks, mobile network operators, local public transit authorities, original equipment manufacturers (OEMs) and other companies.*

## Situation Analysis

A leading provider of security and mobile technology solutions to banks, the client realized bank's pain points in processing custom card orders manually every time customers walk in to the banks to order and collect their cards. This required bank executives to present different options to the customers manually through pamphlets which led to high costs.

To save the number of hours spent by the bank executives in client handling and management, the client wished to automate the process. This idea led to the conceptualization of a mobile app for custom card orders and card customization which until now was done manually.

## Vision

The client's vision is to help the banks save on cost and man hours spent on processing custom card orders manually, and to enable the customers to customize the card as per their needs just through a few clicks on their mobile devices.

They partnered with e-Zest to build a mobile app and to automate this process.

## Solution

The team consisting of mobile experts, UI and UX experts, and project manager understood the client's vision to build a simple and easy to use mobile app for custom card order with just a few steps.

To bring this vision to reality, the UI and UX team had to think from client's perspective and build application case as per user's requirement. This thought process resulted in creation of a story board that converted into application flow as per the user needs. The mobile application prototype consists four

steps of card customization which was liked and agreed by the client and e-Zest went ahead with development.

***Below are the four stages of the app:***

- Select the card – Here the user selects the card type
- Fill in the details – User enters the name and phone number
- Customize the card – User selects the image from either stock images, device gallery or takes a snapshot from the device camera that will go on the card. At this stage users can also do image processing to give some special effects to the chosen image
- Locate issuing branch – User selects the nearest branch

Finally, the process gets completed by using the authentication code to authenticate your order with one time pin. After receiving the request, the card will be ready at the bank in 1 minute. The customers can visit the bank and collect their card.

The team decided to go ahead with native technologies for the application development. As per the client's requirement the application was developed with Android for tablet users. The team also worked on the web integration of the existing web app provided by the client as they wanted our support in making the web app responsive.

***The future roadmap is to:***

- Integrate various banks within the app
- Integration with bank website
- Gallery services and image creation for customized cards. Image creation proposed by e-Zest includes around 500 images
- Automation testing with silk tool for both web and mobile version

## *Technology stack*

- Bootstrap for responsive
- Android SDK (Eclipse, Maven, Gradle, Java) – Native Technologies used for application development

## *Challenges*

- The client is very particular about the security standards. Hence the team had to take a lot of care on process and application level which was a challenge.
- e-Zest team followed very tight security process for both web and mobile version.

## *Benefits*

- Using the app, banks could reduce their operational costs related to custom card orders by 40%.
- The success of the app has enabled the client to integrate the app with several other banks based in Germany and Europe.

- The application is currently used by more than 10000 users and still growing making the application widely accepted and trusted among its users.

## Conclusion

Today, the bank's customers based in Germany and Europe customize their credit and debit cards of their own style with their own pictures and order their card from anywhere, anytime by using the mobile app developed by e-Zest.

The client wanted to automate the process of client handling and management and sales of custom cards through an app. e-Zest successfully implemented automated deployment and automated release that meets the client's vision.

e-Zest not only understood the scope perfectly but overcame all the challenges to meet the client's vision and requirements within the timeline.

