A 508 and Americans with Disabilities Act compliant mobile app for retail

TRIGENT
OVERCOMING LIMITS

Summary

An Android and iOS mobile app customized to adhere to the 508 and American Disabilities Act empowers the differently-abled users to connect with neighborhood retail and specialty stores conveniently.

Technology Stack

Swift

Java php

PostgreSQL MySQL

aws

About the client

The client enables neighborhood retailers worldwide to engage with their customer base through innovative mobile solutions digitally. Their robust platform includes eCommerce for click and collects, delivery and direct-to-home, as well as management tools for order fulfillment. Their digital solutions can easily be customized through third-party integration options for loyalty and coupons and advanced features to help customers safely shop and keep a strong connection with their neighborhood store. Their home country's agriculture department has chosen the service provider to enable online purchasing of agricultural produce for millions of users across the nation. The company also sells white-label solutions.

Business need

The client wanted to build a mobile app to create a digital connection between consumers and neighborhood retail outlets. It would enable online ordering of groceries and products from neighborhood specialty and retail stores. They intended to empower the neighborhood stores through a mobile digital platform while making online shopping hassle-free, accessible to millions of users. Storekeepers could utilize the mobility solution without having to invest a considerable sum in developing a mobile application. The retail software vendor also wanted to meet the prevailing accessibility norms to ensure that users with varying abilities could access and utilize the platform.

Trigent solution

Trigent's mobility experts evaluated the client's request and developed a Software as a Service or SaaS-based aggregator retail application. A cloud-based solution that enables easy accessibility is low on maintenance and high on security. The mobile application is a native application developed for both Android and iOS users to ensure maximum reach and usability among a large user base.

Trigent to drive engagement on the platform, integrating a robust chat feature. The chat feature made the platform more productive for retailers and consumers as it enabled real-time exchanges. The multilingual chat feature allows users to communicate in the language of their choice. The voice recording feature can record the orders or requests for items and share them with the shop owners. The camera on the device was also put to fair use as shopkeepers could quickly scan the product bar codes and share details with users. Similarly, users could share product images for the retailer's reference. A vital cog in the whole system was the secure payment gateway that powered hassle-free payments from the user's end, credited directly to the seller's account.

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A 508 and Americans with Disabilities Act compliant

Accessibility experts from Trigent ensured the software adhered to the Americans with Disability Act - ADA ensuring all electronic and information technology is accessible to people with disabilities. The software also met the 508 compliance standards intended to provide equal access to any user with a disability visiting a federally affiliated website.

Client Benefits

The digital solution providers retail app created a seamless connection between users and retailers operating or residing in the vicinity. It also empowered users with special needs to access the mobile app adhering to ADA and 508 compliance and provided mutual benefits to both consumers and sellers.

- Mobility support for small retailers and speciality stores
- Expanded reach across a varied user base including users with special needs
- Increased use of a touchless retail solution
- Drastically reduced product returns

About Trigent

Trigent is an early pioneer in IT outsourcing and offshore software development business. We enable organizations to adopt digital processes and customer engagement models to achieve outstanding results and end-user experience. We help clients achieve this through enterprise-wide digital transformation, modernization, and optimization of their IT environment. Our decades of experience, deep domain knowledge, and technology expertise delivers transformational solutions to ISVs, enterprises, and SMBs.

We offer end to end consulting services, design, development and managed services across Infrastructure, Cloud, Mobility, BI, Analytics, Product Engineering, QA & Testing, IoT, Big Data, and Artificial Intelligence.