Enhanced the Android App Experience

The client is a globally recognized organization providing services in various domains, including consulting, audit, finance, and tax. Operating in over 100 countries, their focus is on solving complex problems and achieving significant progress in their projects.

The Challenges

The client sought to develop a mobile application to enhance their customer experience, leading to overall business growth. They faced several challenges with their existing mobile app, including

- Lack of essential features

- Cumbersome settlement process for claims and warranties

- Poor user experience (UX)

- Frequent app crashes

Quarks Solution

Quarks undertook a complete revamp of the mobile application, introducing a range of new features, including:

- User-friendly and intuitive UX design

- Enhanced app stability

- Implementation of image analytics for claims and warranties

- Integration of Adobe Analytics

- Fleet management view

- Remote check-in feature to comply with COVID-19 safety protocols, eliminating the need for physical checks

The Benefits

Significant improvements were achieved through Quarks' solution, including:

- App crash rate reduced to less than 3%

- 35% increase in app performance

- Successful launch of over 5 critical features within 45 days, with minimal bugs, that had been pending for 10 months