

HELPER: A DELIVERY SERVICE FROM ANY LOCATION WITH CLOUD INTEGRATIONS

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ABSTRACT

Helper application is a mobile delivery application integrated with cloud computing as the alternative for one-stop delivery service. It was developed specifically for the purpose of allowing the user to get a delivery for anything from anywhere. Thus, it will allow any shop to have a delivery service for no cost whatsoever. Furthermore, another main component of Helper application is its ability to work as a deliveryman. Not only does the application allow you to make and take orders from anywhere, but you can also work as a deliveryman for earning some extra cash. The application has an integrated cloud computing service as the backend of the mobile application. Integrating cloud services can overcome the crucial storage issue faced by mobile phones by providing the ability to store all contents on the cloud's database. Real-time synchronization is done between all users to improve, enhance and fully utilize the application. Helper used the waterfall model as its methodology. User acceptance and functionality testing was conducted with 30 respondents who are the students enrolled in UiTM Perlis to determine the effectiveness of application by evaluating the questionnaires that were divided into a few categories respectively. Results of the system evaluation showed that most of the participants were satisfied with all categories provided. Based on the result of the testing, it is proven that Helper can function as a one-stop alternative to delivery services due to its capabilities and features.

Keyword: Mobile application, delivery, Firebase