



Industry: Energy & Utility

Technology: Java, Swift

Country: India

Client Profile:

Torrent Power Limited is an India-based company engaged in electricity generation, distribution, and transmission. Currently, the company operates in the states like Maharashtra, Uttar Pradesh, and Gujarat. Torrent Power Limited is the sole distributor of electricity to customers in the cities like Ahmedabad, Agra, Bhiwandi, Gandhinagar, Kanpur, and Surat.

Challenges:

After successfully deploying the first of the kind utility app in the country, Torrent Power decided to upgrade its Android and iOS application. Here is the complete list of requirements that Torrent Power proposed to KCS:

- The client demanded that both apps should support multiple languages like Gujarati, Hindi, English, and Marathi
- The client also asked to add an option called 'Pay for Others' wherein users can pay for electricity for their family and friends
- Torrent Power also needed an option called 'book video call appointment' in its Android and iOS application

Solution

A team of highly trained professionals conducted a thorough brainstorming session in order to address all the requirements of Torrent Power Limited. KCS offered the below-listed solution to the company:

- Our programmers added a localization feature using which users can access the application in various languages such as Hindi, Gujarati, Marathi, and English
- We also added a feature called Bill Calculator in both the version which show total bill to the users based on their power consumptions

- We also developed a special feature that will prompt all the company's promotional activities at the dashboard of the mobile app
- Our developers also added a 'Book Video Call Appointment' feature in the Request section of the applications

KCS Approach

With cutting-edge programming languages like Swift and Java, experts at KCS upgraded Torrent Power's Android and iOS applications. While updating both of these apps, we ensured that the overall performance is not tempered. In our solution, we also added textual as well as video tutorials that will guide users in navigating the application. Users can also post written complaints using the Power-related query feature in the complaint section.

Outcomes

- Our solutions to upgrade Torrent Power Limited's Android and iOS applications created a lot of positive impact on its business
- Users who have interacted with the latest version of the app have shared positive reviews making it **Top Consumer Rated App**
- Users are now able to access the application in multiple languages like Marathi, English, Hindi, and Gujarati
- Using the **Book Video Call Appointment** option, users can book an appointment with Torrent Power's executives and talk to them regarding their issues
- The **Pay for Other** feature in the application will help users to pay the electricity bill for their family and friends
- The company can now prompt users with various promotional activities at the dashboard of the mobile app
- The company is currently adding various textual as well as audio-visual tutorials and electricity safety tips for users

Tech Stack



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