How to Make an App Like Swiggy?

In today's hectic world, On-Demand food delivery apps are among the most trending and most desired. As ordering food using an easy-to-use Food delivery app is what millennials feel comfortable with, these apps are gradually replacing the conventional dining experience.

This is especially due to the benefits regarding time, convenience and delivery of various cuisines at customer's doorstep. There are a broad range of restaurants that support **food delivery apps** with unlimited cuisines and flexible payment methods.

Some of the trending apps in this category are **Swiggy**, **Zomato**, **Foodpanda** and **Uber Eats**. Since it contains a lot of complex developments with multiple mobile platforms, making an app like Swiggy demands good depth of research and analysis.

So it is important to consider its existing features, business model and a few additional features that make your food delivery app unique.

> **Read Also:** **24 Best Online Food Delivery Apps 2019**

Proposed Business Models:

1) Aggregator Model

The aggregator business model goes back to the old, initial system of food delivery where delivery service providers manage customers and restaurants and act as a third party for both of them.

In this model, the food delivery app accepts the orders from the customers and sends them to the restaurants. After registration in the app, customers can login and view the menu, restaurant options, ratings, hot deals about restaurants and its cuisines.

After confirming the order, the information is passed to the restaurant through the app. Here, the duty of your app comes to end as the process of dispatch and delivery of food is looked after by the restaurant itself. Earlier, Zomato has worked in the aggregator model.

2) Food Delivery with Logistics Support

Different from the aggregator model app, Logistics support business model is what Swiggy flourishes on. The Swiggy app provides full logistics service for delivering food from respective restaurants.

The model of this caliber can benefit small/big restaurants, fast-food joints, and even homemade food delivery services. This works as the backbone for the start-ups in the food service industry, which helps grow their business rapidly.

The model offers maximum profit if you ensure everything is smooth and fast from vehicle, delivery personnel, and navigation. Restaurants now prefer to work with this profitable business model.

Features required to build Food Delivery App:

Some important features required to determine future performance and success of the app. Four types of features required in the app- consumer version, restaurant version, and delivery personnel version.

Consumer's app:

The app should be a consumer-friendly app. The app should be easily accessible with distinctive and easy features to operate.

1) Registration

Users commence with the signing up or registration process. You should keep your sign-up form simple. The sign up should contain limited information- name, mobile number, email address, password, and social media login.

2) Searching Restaurants

Consumers will search for restaurants from where they want to order food from. Keep this feature- loaded with information about the restaurant's menu, price list, discounts, and reviews given by other consumers about the food and restaurants. Give the user access to the GPS, so that they can easily find nearby restaurants.
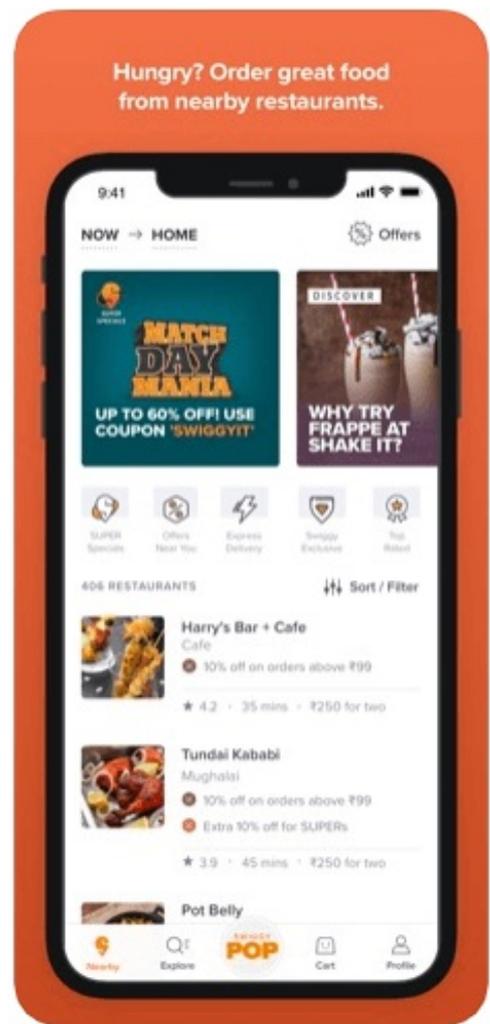
3) Placing the order

Offer the users to select their meal and let them add, remove and edit their chosen meal in the online food cart available in the app for their comfortable order.

The consumer will get their order summary before placing the order, and if something goes wrong you cancel your order before confirming the order.

4) Payment

Make the payment option fully secure, flexible and fast. Offer users as many payment options as possible through your app like cash on delivery, debit card, credit card, and widely used mobile wallets with discount coupons, if available.

5) Track your order

Users should be able to track orders with finest GPS real-time capability. They will get to know when exactly the order will be delivered while tracing the route of delivery valets.

6) Rating & reviewing

When the consumer receives their order, you can rate them by giving 1 to 5 stars or you can also give the restaurant a detailed review of the meal you received.

The consumer can also rate the delivery personnel and detailed review about how long they have taken to deliver their food and how's their behavior.

Restaurant owner's app:

1) Data accessibility

The app should contain a module for the restaurant. The restaurant should be allowed to share and publish relevant content to attract users.

Allow the restaurant's manager to update information like phone number, address, opening and closing hours of the restaurants, adding more photos, updating menu, price of dishes, and description of dish and delivery charges.

2) Registration

Just like consumers, restaurants also need to register themselves on the app, providing some information like email addresses and passwords.

3) Managing orders

When consumers order something from the restaurant, they have to manage the order. The restaurant can view the detailed order, update the status about the order and send the notification to the consumer about order packing.
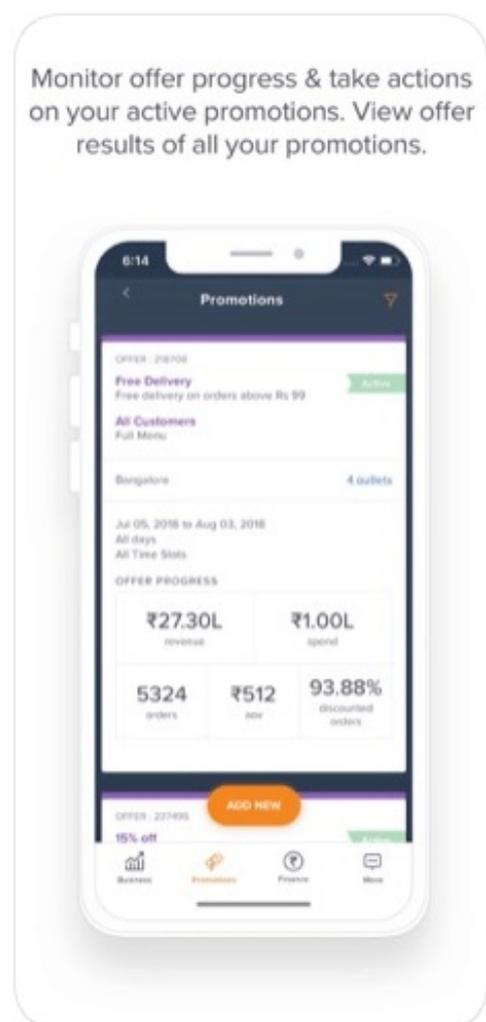
> **Read Also:** **How To Develop A Food Delivery App Like Uber Eats**

4) Receiving payments

When the consumer receives their food, the payment is released to the restaurant immediately.

5) Enhanced features

There are some special features available for the restaurant. Restaurants have the provisions to accept the order only after the delivery guy has accepted it.

The invoice is generated by the portal and emailed directly to the consumer or the consumers receive the message about the amount payable to the delivery personnel.

Delivery executive version app:

1) Registration

Delivery personnel also have to register themselves on their version of the app. They can register either with the mobile number, email address or social media account. They will get a password recovery option as during the registration process.

2) Managing orders

After registration, delivery personnel can access all the data related to the order like the size of the order, restaurant location, user location, and payment method opted by the user. Delivery personnel have the provision to accept or reject the delivery request.

3) Delivery Status changes

This feature allows the delivery personnel to update the status of food delivery- accept or reject the delivery request, order picked, and order delivered.

Once the delivery is completed and payment is made by the consumer, the payment is distributed by the delivery personnel's account or through cash.

4) Enhanced features

Except for these above features, enhanced features should also be added on the delivery personnel version app. Navigation feature from pick-up to drop-off location, booking history, SOS feature, and option to pick the shortest route for pick-up and drop-off, these
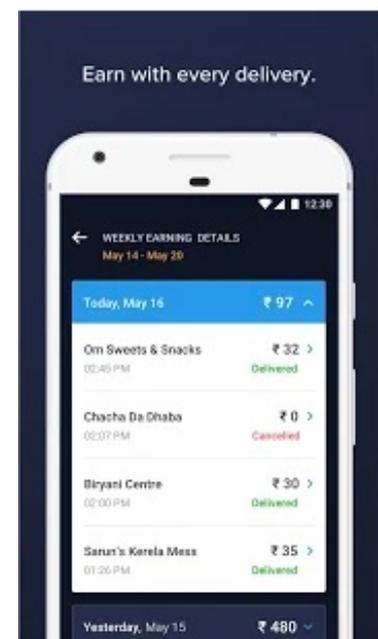
enhanced features will increase delivery personnel's confidence on the app.

Some common challenges:

The market is filled with lots of competitors doing the similar business. You therefore need to be more astute and clever especially while launching your app in the market. Some of the common challenges that may strike on your way are:

- Targeting the right audience to deliver your food app in the market. You need to understand the types of audience and which type of meals each wants. Research and analyze the market before developing the app
- Determining what is indispensable for your food delivery start-up. For instance, consider developing all three versions of the app, GPS tracker, restaurant support, and manpower for delivery.
- The selection of the latest technology and a strong user interface.
- Creation of the strong, technically sound architecture of the app backend.
- Promotional aspects, customer loyalty and business retention

The fundamental Tech Stack of Swiggy App

The tech stack used at Swiggy app seems heterogeneous in its range of capabilities, which is the fact that helps them tackle the technical challenges in the app.
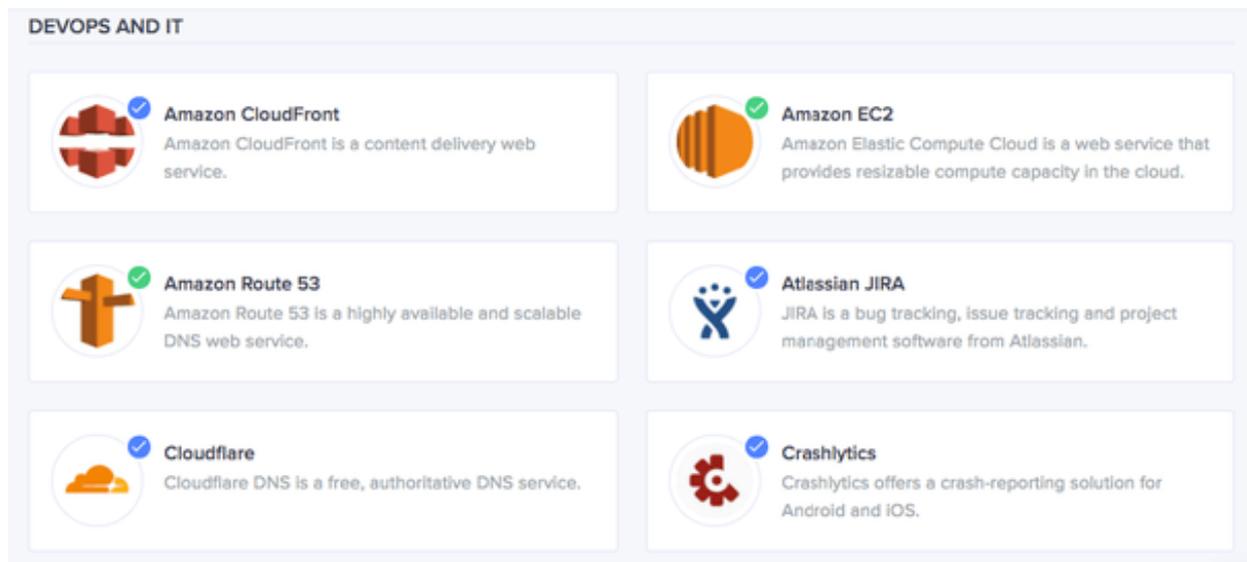
Backend: Java, Scala, Python, Rust, NodeJS

Frontend: ReactJS

App: Kotlin (Android), Swift(iOS)

DataBase: MySQL, Postgres, ScyllaDB

Caches: Redis, Aerospike

Data platform: S3, Presto, Druid, Snowflake, Flume, Hive, Spark, Storm

Search: Solr, Elasticsearch

CI/CD: Custom built with Jenkins

> ## Read Also: <u>10 Best Food Delivery Apps UK 2019</u>

Conclusion: Create a Swiggy clone

Swiggy has already become a predominant food delivery app and continues to prevail in food service domain due to its speed, efficiency and clean performance.

If you are willing to clone Swiggy and defeat similar food-oriented apps in the market, you must consider building unique features and offering excellent in-app user experience.

To make it easy and hassle-free, you can simply choose to collaborate with an experience-rich mobile app development partner like us. We can simplify the app creation journey with our comprehensive market expertise and sophisticated Tech resources.