



Cloud-Based App Development for Business Software Startup

PROJECT DETAILS

 Custom Software Development, Mobile App Development

 Sep 2021 - Ongoing

 \$10,000 to \$49,999

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“They take pride in delivering a product that will be in the market in the best possible way.”

PROJECT SUMMARY

Mind IT Systems has designed and developed an application for a business software startup. The application will be a cloud-based software with APIs for Xero; they're using C#, Angular, and .NET to build it.

PROJECT FEEDBACK

Although the project hasn't been launched yet, the client is satisfied with Mind IT Systems' quality work and excellent service. The team looks at everything holistically and provides helpful feedback. Also, communication is excellent; customers can expect an easygoing relationship.



The Client

Introduce your business and what you do there.

I'm the director of a start-up business. I'm looking to develop a piece of software to help small to medium-sized companies improve their decision-making processes and business planning.

-  Director, Business Software Startup
-  Business services
-  Auckland, New Zealand

The Challenge

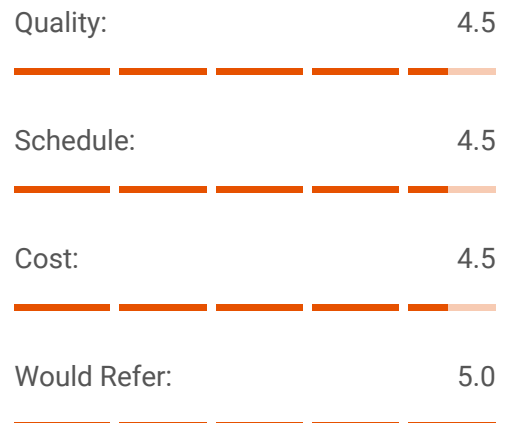
What challenge were you trying to address with Mind IT Systems?

I'd looked in the market for a software solution for several years. Since I couldn't find anything suitable for my requirements, I decided to develop software and an app that I could market in New Zealand and internationally.

CLIENT RATING

5.0

Overall Score





The Approach

What was the scope of their involvement?

Initially, I gave Mind IT Systems a handwritten dossier of about 25 pages that showed what I wanted the software to look like and the functionality I needed. They modernized it to make it more functional.

The solution will be a cloud-based application with APIs to the Xero accounting software, a system for accounting practitioners in public offices and small to medium-sized businesses. The framework is C# and Angular with a .NET backend. Mind IT System has been in charge of development and design. They've also tagged on a software landing page website. The project hasn't been completed yet, but we're nearly there.

What is the team composition?

There are 4–5 people on the team at any time, including account managers, developers, and the owners overseeing the project.

How did you come to work with Mind IT Systems?

I posted the job on Upwork and got several responses from people worldwide. I interviewed three companies; one of them was Mind IT Systems. I looked at the websites they'd done and liked their ethos, so I scheduled a Zoom meeting with them. We built a relationship over 3–4 meetings, so I decided they were the right fit.

How much have you invested in them?

I've spent approximately \$50,000 New Zealand dollars (approximately \$31,000 USD) to date.

What is the status of this engagement?

I started working with them in September 2021, and the relationship is ongoing.





The Outcome

What evidence can you share that demonstrates the impact of the engagement?

Although the product isn't live, I can log into it to see the progress. We still aren't in the rollout stage, but it isn't too far away. On the other hand, the quality of the work is excellent. They aren't accountants, but they've picked fast the functionality of the accounting software. Moreover, our conversations have been pleasant as the progress goes. They understand what I want, and my overall experience has been good. I'm satisfied with what they've done.

How did Mind IT Systems perform from a project management standpoint?

The project has extended longer than the initial estimated time, although it was expected. It's just what falls out of product development when you make changes. I'm an accountant, so I'm busy doing my full-time job; this is a side project for me. Mind IT Systems doesn't bother me every day and just gets in touch once or twice a week to finetune things. In that respect, the fit has been good. Our relationship works well for me.

Moreover, Mind IT Systems has helped me throughout the project to make the functionality better. They took my initial wireframe and came back with suggestions, which have extended the delivery time as well. For communication, we have a weekly Zoom call with them to see the progress. Outside of that, we've used emails for questions, fine-tuning, and design aspects.





What did you find most impressive about them?

Communication is excellent, and their team actually cares. One of the stakeholders has been in regular contact with me, and she's great at taking a holistic view of the software. She understood it from the first day and has driven the changes to improve it. I really appreciate that.

Overall, it has been a good experience. They can look at a project holistically and provide feedback from the first day. They take pride in delivering a product that will be in the market in the best possible way on a budget that will fit.

Are there any areas they could improve?

No, communication has been good. The timeframes were extended to suit my requirements.

