



Custom Software Dev for Travel Portal

PROJECT DETAILS

 Custom Software Development

 May 2019 - Ongoing

 Confidential

 *"Their communication is super."*

PROJECT SUMMARY

Mind IT Systems built an internal tool using SuiteCRM to manage a travel company's customer profiles and quotations. The development is ongoing.

PROJECT FEEDBACK

The new system has increased convenience and efficiency for the client. Mind IT Systems meets each deadline, communicates consistently with the client, and remains upfront throughout the engagement. They work well even with clients that lack a technical vocabulary.



The Client



Introduce your business and what you do there.

I'm the founder of a travel company. We provide travel arrangements and solutions for our customers.

The Challenge

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

We have clients that need more consultation and personalized approach. Managing customer profiles and quotations took a lot of effort on our side. We needed help with building a custom internal tool to handle that data.

-  Founder, Travel Company
-  Hospitality & leisure
-  New Delhi, India

CLIENT RATING

5.0

Overall Score

Quality: 5.0

Schedule: 5.0

Cost: 5.0

Would Refer: 5.0





The Approach

What was the scope of their involvement?

Mind IT Systems developed an internal portal for us using SuiteCRM. There's a single interface for us with customer profiles, lead management, quote management, and more. Whenever a travel list comes in, it needs to be managed in real-time. In addition, we have multiple sources for lead generation and some employees working from home. The solution allows for immediate access to any leads or travel lists and tells me where they're positioned right now.

What is the team composition?

We work with two developers and a project manager.

How did you come to work with Mind IT Systems?

A friend of ours introduced them to us.

What is the status of this engagement?

We started working together in May 2019, and the work is ongoing.

The Outcome

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

The new system is more convenient for us. The entire team can see and complete every task in a single panel. We're not using different templates or software for different tasks anymore.

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

Their communication is excellent. They meet the deadlines.





What did you find most impressive about them?

Their communication is super. We don't know much about IT and could only share with them the problems we were facing. They were upfront about the work and their capabilities; they even did a major part of the requirements.

Are there any areas they could improve?

There's nothing I know of that they could improve.

Do you have any advice for potential customers?

We could comfortably recommend them.

