




Custom Software Development for Professional Services Co

PROJECT DETAILS

 Custom Software Development

 Apr 2023 - Jul 2023

 \$10,000 to \$49,999

 *"The team was willing to adapt to our needs and go above and beyond what we expected of them."*

PROJECT SUMMARY

Mind IT Systems provided custom software development for a professional services company. The team built the first version of a software product using a JavaScript tech stack, including Node.js and React.

PROJECT FEEDBACK

The client was happy with Mind IT Systems' work, which was measured based on the team's ability to execute upon timelines and the quality of their work. Mind IT Systems was highly responsive through Microsoft Teams and weekly calls. They were also enthusiastic and adaptable to the client's needs.



The Client


Introduce your business and what you do there.


I'm the head of digital at a professional services company.

The Challenge

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

We hired them to build the first version of a software product for one of our portfolio companies.

 Head of Digital,
Professional
Services Company

 Financial services

 United Kingdom

CLIENT RATING

4.5

Overall Score

Quality: 4.5



Schedule: 4.5



Cost: 5.0



Would Refer: 4.5





The Approach

What was the scope of their involvement?

Mind IT Systems provided us with custom software development. I had already done most of the discovery phase myself in terms of requirements and scope of work. Mind IT Systems took those requirements and implemented them. They used a JavaScript tech stack, including Node.js and React.

What is the team composition?

We worked directly with three Mind IT Systems teammates, though a complete development team was also involved in the project.

How did you come to work with Mind IT Systems?

We found them through a referral. I compared 5–6 vendors, and Mind IT Systems quickly understood the requirements and scope of work. Moreover, I had a good relationship with the manager; we shared an understanding of ways of working.

The team was rather flexible about how we worked and keen on working with us. Mind IT Systems' expertise was also a factor; although they didn't have specific experience in our portfolio company's industry, they had relevant experience with a similar use case.

How much have you invested with them?

We spent around \$25,000.

What is the status of this engagement?

The development project lasted from around April–July 2023. After that, we entered a limited support phase with Mind IT Systems.





The Outcome

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

We measured Mind IT Systems' success based on their ability to execute upon the timelines and the quality of work they delivered. For example, I considered the number of bugs I encountered when Mind IT Systems deployed software, which spoke about their work's robustness.

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

We mostly communicated through a Microsoft Teams chat. Aside from that, we had a weekly call with Mind IT Systems.

What did you find most impressive about them?

Mind IT Systems was very responsive, which we appreciated. The team was willing to adapt to our needs and go above and beyond what we expected of them. Moreover, they were excited about the project and what it could offer.

Are there any areas they could improve?

They could have improved their quality of work and processes. The consistency and quality of their communication is also an area of opportunity.

Do you have any advice for potential customers?

Define your set of expectations upfront and ensure you establish a clear communication plan with Mind IT Systems. This will allow you to ensure everything is on track and aligned with your expectations. Additionally, you should establish working methods. In our case, we had many scope changes during the project, so it's essential to have adaptability.

