Custom Software Development for Transportation Company

PROJECT DETAILS

🏷 **Custom Software Development**

📅 **Aug 2021 - Ongoing**

💵 **$10,000 to $49,999**

❝ *"They're great about meeting during my morning and their night."*

PROJECT SUMMARY

Mind IT Systems is providing one developer to fix bugs and deliver feature enhancements to a client's internal ASP.NET system. They work on security issues, instant quote bugs, and internal efficiency boosts.

PROJECT FEEDBACK

The client praises both Mind IT Systems' rapid identification of a suitable developer and technical skills. This combination of business and coding accumen makes them a critical partner. Organized and fast, they prioritize starting projects well. Customers can expect a communicative partner.

The Client

Introduce your business and what you do there.

We are Diversified Transportation Services, a third-party transportation provider that acts as a middle-man between our clients, who ship goods, and carriers.

I'm a software project manager, meaning I work with developers and our team on what enhancements we want in the software.

The Challenge

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

We have a proprietary, ASP.NET software program in-house that we needed to add features to and fix bugs on.

Matthew Meskin
Software Project Manager,
Diversified Transportation Service

Transportation

Torrance, California

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?

At the outset, I provided our requirements and Mind IT Systems offered a number of developers for us to talk to. After speaking to 2–3, we made our selection.

Most changes have delivered small improvements in the user experience. For example, Mind IT system's assigned developer fixed a bug on our instant quote screen. These fixes may be small on the frontend but require significant backend work. Additionally, Mind IT has made changes that make using the platform easier for our own employees. Cybersecurity and password requirement improvements have also been done.

What is the team composition?

Lalit (Chief Sales Office) is my main point of contact, as well as our assigned developer.

How did you come to work with Mind IT Systems?

We were looking to outsource our development to save on the cost, so I did a Google search for a few top companies. After sending a contact form into Mind IT Systems, Lalit reached out to me and immediately set up interviews with a few developer options.

How much have you invested with them?

We've spent around $20,000 to date with Mind IT Systems. Our cost is around $4,000 per month.

What is the status of this engagement?

We've been working together since August 2021.

The Outcome

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

We were extremely happy with Mind IT Systems' onboarding time. They came out swinging right off the bat, which set them apart from the other firms I'd reached out to. Lalit did an incredible job of coordinating schedules to ensure the developer interviews happened as quickly as possible.

Our assigned developer has exceeded expectations. We weren't sure what we were going to get at the start, but it's been great. We started by giving our developer small projects initially to get their feet wet, but they've performed well and we're moving to bigger asks. I can't speak highly enough of them.

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

I have a task board for them, and we meet twice a week to discuss progress. They're great about meeting during my morning and their night.

What did you find most impressive about them?

Their overall organization stands out, as they excel at reaching out quickly, setting everything up, and onboarding. The quality of their of employees and resources is top-notch.

Are there any areas they could improve?

I can't think of anything off the top of my head, so I'm pretty happy. I'm sure there are small requests, but nothing else.

Do you have any advice for potential customers?

Give clear guidelines, as this will make it easier for them to give you what you're looking for. Naming exact skills will make this even easier.