



Mobile App Dev & CRM Integration for Home Loans Provider

PROJECT DETAILS

 Mobile App Development

 Mar 2018 - Ongoing

 \$10,000 to \$49,999



"I have not come across a challenge they couldn't resolve."

PROJECT SUMMARY

Mind IT Systems partnered with a home loan provider on several mobile app development projects. They have already delivered one Salesforce-integrated app and are now working on a new project.

PROJECT FEEDBACK

Taking the time to understand the client's requirements, Mind IT Systems has provided high-quality service throughout the engagement. They are skilled developers and there is little turnover on their team. They communicate with the client daily and navigate complications well in meeting deadlines.



The Client

Introduce your business and what you do there.

I'm the CIO for India Shelter Finance Corporation.
Providing mortgage and home loans, we're regulated by the National Housing Bank, which is a subsidiary of the Regional Bank of India. Our loans are called affordable housing loans.



Varun Guliani
CTO, India Shelter Finance Corporation Limited



Financial services



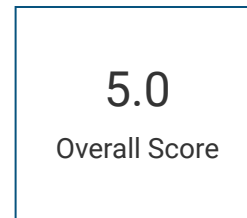
Gurgaon, India

The Challenge

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

We needed help with mobile app development for our organization.

CLIENT RATING



Quality: 5.0

Schedule: 5.0

Cost: 5.0

Would Refer: 5.0





The Approach

What was the scope of their involvement?

They have been developing mobile applications for us. One app is for technical evaluation. Whenever we give a loan to a new customer, we have to evaluate the candidate. Our team used to do it on a piece of paper only to put those values into our system later. Mind IT has developed a mobile app that streamlines that process. It's integrated with our Salesforce CRM system.

They're now working on a customer onboarding portal. With it, customers can come to our website and apply for the loan online through a form. They can fill in their entire application and upload all the required documents. We can then underwrite those documents and process the loan faster.

What is the team composition?

We work with the CTO, an account manager, and a team lead, as well as a UI/UX designer. I have also interacted with one person from the sales team.

How did you come to work with Mind IT Systems?

They got in touch with me through an email. I liked their portfolio and site, so we gave them a test project. For that process automation, we gave them a task which was to be done in three days. They were able to deliver within three days, and we were happy with the service. We started giving them more contracts.

How much have you invested in them?

We have spent around \$14,000

What is the status of this engagement?

The project began in March 2018, and it is ongoing.





The Outcome

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

The quality of service is good. They spent a lot of time on requirement gathering, which was very important to their success. They're a technical team that has the skills and resources to modernize systems. Everything is good, and they retain their people.

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

I communicate with them at least once each week through an update call. My team members talk to them almost daily. We use Google Meet and Zoom to communicate. Mind IT largely delivers on time, even if things get complicated on our end.

What did you find most impressive about them?

Their technical expertise is very impressive. So far, I have not come across a challenge they couldn't resolve.

Are there any areas they could improve?

No, all is good.

Do you have any advice for potential customers?

They're a friendly, knowledgeable team.

