Staff Augmentation for Middleware Software Provider

PROJECT DETAILS

🏷 Custom Software Development, IT Staff Augmentation

📅 Oct 2019 - Ongoing

💵 $50,000 to $199,999

" *"They're practiced, practical, and pragmatic."*

PROJECT SUMMARY

Mind IT Systems has supported the internal team of a middleware development provider. Implementing their structured project management, the team has buttressed both the client's web and mobile resources.

PROJECT FEEDBACK

Through excellent work, Mind IT Systems has secured an ongoing collaboration with the client. Their punctual and high-quality work has always been well-received by third-party customers. On top of being highly skilled and deeply knowledgeable about the industry, they're also extremely organized.
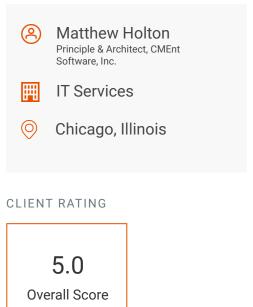
The Client

Introduce your business and what you do there.

I'm the principal owner and architect for CMEnt Software, Inc. It's a middleware provider of backend services for existing applications.

The Challenge

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

Essentially, we were looking for staff augmentation. We had a lot of projects and needed support in completing various tasks for our third-party clients.

Matthew Holton
Principle & Architect, CMEnt Software, Inc.

IT Services

Chicago, Illinois

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?

They assisted in project management, specifically in projects that called for high levels of organization. Their team also provided technical expertise in both web and mobile development. Even though they were unfamiliar with some of the third-party tools being used, they were quick to get acclimated. All the work was done remotely.

What is the team composition?

We brought in a part-time project manager and three developers.

How did you come to work with Mind IT Systems?

We looked at a number of agencies. Historically, we've worked with various consulting agencies, both locally and internationally. As a result, we had a thorough vetting process and was particularly looking for expertise in HTML Template Language (HTL).

Within the first five minutes of discussing our challenges and goals with them, I knew that they were exactly the right fit for us. It was a unanimous internal vote that led us to work with them.

How much have you invested with them?

We've spent somewhere between $50,000–$100,000.

What is the status of this engagement?

Our ongoing relationship was contractually kicked off in October 2019.

The Outcome

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

Customer feedback has been very positive. They've never missed a deadline and have always delivered within budget.

Their management is exceptionally structured. There is a solid collaboration between their project manager and the main architect, both of whom are very well-rounded. I get the sense that the high-level partners had robust experience in both the technology and their industry. The developers, too, are extremely proficient.

It's important for me to feel that I could rely on a vendor long-term, instead of getting another consultant every time I have a new project. They deliver that sense of security and retention.

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

I think we can attribute the success of their work to the mindset of the management team. The project manager, in particular, is just stellar. That PM doubles as a UX/UI quality assurance, which has been awesome.

What did you find most impressive about them?

They're practiced, practical, and pragmatic. They don't ask questions twice; the phenomenal level of their organization ensures that.

Are there any areas they could improve?

No, not really. They rise to the challenge every time. In regards to room for growth, it'd be great to explore those areas together as we take on new projects.

Mind IT Systems

Do you have any advice for potential customers?

Get in front of the roadmap. If you want meaningful success, build your backlog out quickly, because they'll hammer down on it. They will execute and deliver.

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