# Mind IT Systems

# Web App Development for Care Home Company

## PROJECT DETAILS

🏷 Custom Software Development, Web Development

📅 Jul 2021 - Ongoing

💲 Less than $10,000

" *"We're 100% satisfied with their work. It's exactly what we were looking for."*

## PROJECT SUMMARY

Mind IT Systems has provided custom software development services for a care home company. They've developed and designed a web platform that allows managing the residents' pocket money.

## PROJECT FEEDBACK

The platform has received positive feedback from the internal team that has used it. Mind IT Systems has successfully delivered a user-friendly system that has met all the client's expectations. The team has excelled at their communication and response times, and they've led a seamless project.

# Mind IT Systems

## The Client

### Introduce your business and what you do there.

I'm the support manager of a care home company. We own a small group of care homes.

## The Challenge

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

We needed a computer program to aid with the residents' petty cash and expenses. However, there was nothing on the market that allowed us to use it in one facility, so we decided to get it done.

Samantha Thompson
Support Manager, Avondale Care Scotland Ltd

Healthcare

Stamford, Connecticut

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?

We initially contacted Mind IT Systems with an idea in our head. We explained to them what we were looking for, an easy-to-use system that would allow us to manage all of our residents' pocket money. Then, they came back with their idea, which was exactly what we'd visualized.

Mind IT Systems developed the web application and did the design. It was a standalone program with its own login detail. Basically, it was an improved version of a Microsoft Excel spreadsheet — they made it simple for us.

Additionally, they didn't push their services or constantly tried to get more money out of us. However, we have other projects moving forward, and we'll go straight back to them.

### What is the team composition?

We've worked with four people — there's someone involved in the invoicing and costs, a project manager, and two designers.

### How did you come to work with Mind IT Systems?

When we first looked at this, we had a business intern from India. When I asked him to get some quotes on the project, he contacted people in India. He searched on Google and sent messages to probably half a dozen companies, and Mind IT Systems came across as the most professional.

### How much have you invested with them?

We spent £5,000 (approximately $7,000 USD). We've got ongoing monthly costs, but Mind IT Systems' work is all paid and finished.

### What is the status of this engagement?

We started working with them in July 2021, and our relationship is ongoing.

## The Outcome

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

We've tried the platform on our care homes over the last month. We found a couple of things that could've been improved, so we went back to Mind IT Systems, and they did it. Overall, the feedback from our team has been phenomenal.

Moreover, we're 100% satisfied with their work. It's exactly what we were looking for. Also, they've been outstanding with the response time. They've set up a WhatsApp group with everybody involved so it doesn't matter what time of day it is. In the beginning, we messaged them if there was an issue, and the longest it took them to respond was one hour.

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

When we ask them to do something, they break it down and give us a timeframe for every element. Their team always hits that time frame, and they follow it with an email to say it's completed. In general, they're banging on time. If they say it'll be done by February 1st at 1:00 o'clock, it's done at 1:00 o'clock.

Since we're a small team, we've only needed WhatsApp to communicate. If we want something new, we organize a Zoom call to speak face to face, but WhatsApp has worked wonderfully for us.

### What did you find most impressive about them?

First, their ability to understand our concept when it was just in our head was outstanding. We just told them a story of our vision, and they completely understood it. We didn't send any documents, pictures, or anything, so it was pretty strange.

Secondly, we're really impressed with their communication. We were concerned that the time difference would cause issues, but it has been fantastic.

## Are there any areas they could improve?

I can't think of anything. I'd recommend them to everybody in the UK.

## Do you have any advice for potential customers?

Be completely transparent with them. Don't be afraid to go to them with the idea in your head; they're excellent at developing that. Just go to them with a concept, and they'll work with you to make it happen.

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