

# Custom Software Development for Logistics Company

## PROJECT DETAILS

 Custom Software Development

 Jan. 2018 - Ongoing

 \$10,000 to \$49,999

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*“The quality of the work has been a 5 out of 5.”*

## PROJECT SUMMARY

design.codes provides ongoing development services, working on a variety of custom software projects. They do full end-to-end coding, as well as the backend coding design from an architecture perspective.

## PROJECT FEEDBACK

The team has produced excellent results thus far, working smoothly on the different chunks of the project assigned to them to an extremely high standard. They ensure the team is consistent throughout the work, working hard to meet the requirements and always tracking their work carefully.



## The Client

Introduce your business and what you do there.

I'm the director of Lead Logistics, a small business in South Africa.

## The Challenge

What challenge were you trying to address with designs.codes?

We're primarily a logistics business with supply chains and warehouses, but we also have a software division. That division was growing beyond our capacity, so we needed a way to scale quickly and have competent resources to work on ongoing projects.

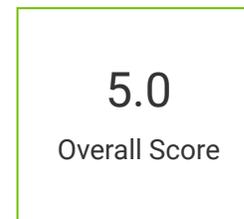
 **Iain Reynard**  
Director, Lead Logistics

 **Manufacturing**

 **11-50 Employees**

 **South Africa**

### CLIENT RATING



Quality: 5.0

Schedule: 4.5

Cost: 5.0

Would Refer: 5.0



## The Approach

### What was the scope of their involvement?

They've been involved in a number of projects for us, mainly concerning the development of custom software. They provided full end-to-end coding as well as the design behind the coding from an architecture point of view. We then did the process and overall output of the design.

Our initial design was pretty light, mostly consisting of us describing the overall process to them sometimes using slides, diagrams, a Word document, or even an email. We wanted them to be able to do the design on and the coding from that very light brief.

### What is the team composition?

We initially started with one full-time person and are now up to two full-time members from their team. There are probably another two people assisting in the background.

### How did you come to work with designs.codes?

We scanned the existing players in the market globally who could provide the service we needed. We then shortlisted that internally, and I had an initial conversation with designs.code, then later with their technical director. We were impressed by some of their previous projects, their cost was reasonable, and they had the ability to ramp up resources quickly when available.

### How much have you invested in them?

We've spent around \$36,000 so far.



## What is the status of this engagement?

We began the engagement in January 2018, and it is an ongoing relationship.

## The Outcome

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

I measure them in terms of the quality of different chunks of work. We give them a task—whether it be a process within the system we’re designing or a new feature—then we agree on a timescale by which it should be done. Almost without fail, they’ve met those timelines and delivered.

The quality of the work has been a 5 out of 5. We haven’t presented them with a problem that they haven’t been able to put into code. Though entered this project with some trepidation due to a few issues that we couldn’t code before, they’ve exceeded our expectations.

### How did designs.codes perform from a project management standpoint?

From a project management standpoint, they’re reacting well to the chunks of work that I pass them. We don’t have an overall design timeline, and it’s more complicated than that, but I have a picture in my head of what the process should be. My job was to divide up the work and pass it across, so they can execute it.

We’ve used Hubstaff, which has allowed me to see their activity and the level of it. Most of our communication has been over Skype because we were in different time zones, and we meet online two to three times a week. More recently, we’ve been using a more formalized code exchange platform through Bitbucket.



## What did you find most impressive about them?

For the last 18 months, we've had the same coder on the project, and he's been as dedicated about finishing this project as I have been. He doesn't understand have the subject matter knowledge, but he has the ability and desire to try and get the process right, so it's been very good. In the past, I've experienced coders being pulled off halfway through a project, but this hasn't happened at all with designs.codes.

## Are there any areas they could improve?

No, not at this stage.

## Do you have any advice for potential customers?

It depends on what skills the client has. If they can put together a decent brief, designs.codes would work faster and cheaper. On the flip side of that, designs.codes also has the flexibility to work with a loose brief, and can contribute that if necessary.

