designs.codes

iOS App Dev for Office Automation Solutions Company

PROJECT DETAILS

🏷 **Mobile App Development**

📅 **Jan. 2017 - Ongoing**

💵 **$50,000 to $199,999**

❝ *"We're impressed by their ability to understand our requirements and their willingness to go the extra mile."*

PROJECT SUMMARY

designs.codes developed a customer-facing mobile app and an internal-use iPad app. The system offers service delivery automation features, and the team is currently building an interface between both products.

PROJECT FEEDBACK

A significant number of customers are now requesting services through the mobile application. Dedicated and flexible, designs.codes made in-person visits to solidify project requirements and worked outside of regular business hours. The team routinely exceeds expectations.

The Client

Please describe your company and your position there.

Al Mulla Office Automation Solutions General Manager

The Challenge

For what projects/services did your company hire designs.codes?

Mobile app for customer interface. iPad app for customer engineers call scheduling. Service delivery automation.

What were your goals for this project?

Customer to use mobile device to register service request and approve quotations and our engineer team members to be auto delegates to attend the customers.
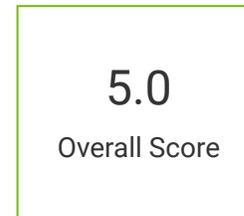
Santanu Das
General Manager, Al Mulla Office Automation Solutions

Business services

501-1,000 Employees

Kuwait

CLIENT RATING

5.0
Overall Score

Quality: 5.0

Schedule: 4.5

Cost: 5.0

Would Refer: 5.0

The Approach

How did you select this vendor?

Through internal reference who had previous experiences of completing successfully IT projects

Describe the project and the services they provided in detail.

They provided us with the front-end customer facing website, our internal iPad for Engineers to use, customer facing mobile application. Now they are working on connecting the engineer and customer interfaces that will help in auto delegation of support engineers when customers raise a new service call

What was the team composition?

1 designer, 4 developers, 1 QA

The Outcome

Can you share any information that demonstrates the impact that this project has had on your business?

We already have a major chunk of our customers booking service calls through the mobile application.

How was project management arranged and how effective was it?

The team was hardworking and they visited us in person multiple times over the last couple of years to understand the business requirements first hand. They even worked on a Sundays at times to accommodate our work schedule which is from Sunday - Friday

What did you find most impressive about this company?

We're impressed by their ability to understand our requirements and their willingness to go the extra mile.

Are there any areas for improvement?

They could perhaps improve a bit more on their delivery timelines.

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