Development Outsourcing for Consulting Firm

PROJECT DETAILS

🏷 **Development**

📅 Apr. 2019 - May. 2020

💲 $10,000 to $49,999

❝ *"I'll never work with another software company."*

PROJECT SUMMARY

Softnauts provides development and design outsourcing services to a consulting firm. They've completed several projects, most recently developing a web app with scheduling software for a Swiss hospital group.

PROJECT FEEDBACK

Softnauts supplements a multi-project partnership by delivering high-quality work that garners high praise from the end client. Their skilled team executes agile project management. They facilitate an easy, enjoyable collaboration.

The Client

Introduce your business and what you do there.

I'm the owner of Herzog Neue Medien & Marketing, a consulting firm.

The Challenge

What challenge were you trying to address with Softnauts?
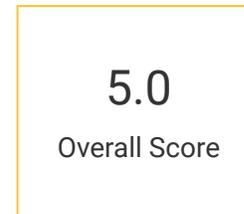
We needed help with development.

Sascha Herzog
Consultant, Herzog Neue Medien & Marketing

Advertising & marketing

1-10 Employees

Switzerland

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?

Softnauts provides all kinds of web and application development. We create the concepts, and Softnauts does graphic design, mockups, and development.

Most recently, they developed a web app with scheduling software. They started with the development of a landing page for a hospital group in Switzerland. They also did an online booking system with a remote session solution for those doctors. The scenario was that their patients couldn't meet the doctors in person due to COVID-19.

What is the team composition?

We usually work with the graphic designer, one frontend developer, and one backend developer. There's also a project manager.

How did you come to work with Softnauts?

We've done 20 projects with them already.

How much have you invested with them?

We've spent $10,000–$49,999.

What is the status of this engagement?

For this particular project, we worked together from April 2019– May 2020.

The Outcome

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

The end client is very happy. It's very likely that we'll develop further features for the scheduling software. A doctor I met the other day said that it was one of the most pleasant cooperations he's been involved in. They deliver quality work on time. We're happy working with them. We will have more reliable metrics in June.

How did Softnauts perform from a project management standpoint?

Project management is very good. They had some recent changes on the project management team, which has been the hardest part of the cooperation. However, I've never worked with any project manager from their side that wasn't reliable. They do their job very well and meet the deadlines.

What did you find most impressive about them?

I have a good relationship with their CEO. We meet twice a year in Poland or Switzerland. They have a very skilled, young staff. The knowledge transfer is brilliant.

Are there any areas they could improve?

It'd be nice if the project managers could stay a little bit longer.

Do you have any advice for potential customers?

I have a few clients that now work with them quite closely. It's a very pleasant cooperation. For Swiss companies outsourcing the first time, it's hard to give away some control. It's very important that you bring in a certain amount of trust. They've never underdelivered. It was always perfect. It can be hard for Swiss people to let go, and they expect very detailed reports. Softnauts has a very agile project management, and they do a very good job. My advice is to trust in their skills and project management.

Softnauts

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