



# Cloud Migration Services for Giving Software Company

## PROJECT DETAILS

 Cloud Consulting

 Dec. 2008 - Ongoing

 \$1,000,000 - \$9,999,999

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"They do a good job of completing tasks within a two-week target."

## PROJECT SUMMARY

Trigent Software built a custom multi-tenant solution that enables the business' clients to have their own application, database, or server. They also created a web version of an existing app.

## PROJECT FEEDBACK

Trigent Software delivers good quality work in a timely manner. They keep the internal team abreast of the project progress, and their communication has improved over time. They're a polite partner with a knack for grasping new technologies to meet the business' needs.



## The Client


Introduce your business and what you do there.


I'm the CTO of PG Calc. We do actuarial calculations for institutions that do planned-giving instruments.


## The Challenge


What challenge were you trying to address with Trigent Software?

We needed help moving an application from desktop to the web.

 **Warren Bailey**  
CTO, PG Calc

 **Software**

 **11-50 Employees**

 **Cambridge,  
Massachusetts**

### 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?

For the first project, Trigent Software architected from the ground up in a multi-tenant solution. It allows us to have multiple tenants and instances. A client can be set up to have their own application, database, or server.

We can also set multiple clients up on the same application or database. For another project, they rewrote another one of our products, migrating it to a web version. It's a tool used with and in front of donors. It's touch-interface and light on the communication side.

### What is the team composition?

Initially, we worked with an architect and another person, neither of whom are with the company currently. We have two people that have been the main points of contact for both projects: a project manager and a technical lead.

### How did you come to work with Trigent Software?

My colleague came across them in our search, and I had worked with them previously. It was a positive experience, so we reached out to them.

### How much have you invested with them?

We've spent \$2,275,000 roughly. For the past five years, we've had an annual spend of around \$350,000, and it was approximately \$175,000 per year prior to that.

### What is the status of this engagement?

We began working together around December 2008, and our engagement is ongoing.





## The Outcome

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

They do a good job of completing tasks within a two-week target. We are satisfied overall with the quality of their work.

How did Trigent Software perform from a project management standpoint?

We have weekly scheduled meetings and daily emails. Trigent Software provides updates on testing, as well as upcoming and completed tasks. The communication started out rough but is now great. We use SmartBear to exchange documents and Bear Bugzilla for tracking bugs.

What did you find most impressive about them?

They have shown excellent ability to learn new technologies throughout our quest to find solutions that meet the stringent regulations in our dealings with banks.

Are there any areas they could improve?

Communication with senior management has lessened, but it's so efficient with the team that it's not really a problem.

Do you have any advice for potential customers?

Due to their culture, they don't like to give bad news or to say no. Ask them to tell you negatives sooner rather than later to give you time to work on it.

