

PHP Development for Chemical Manufacturing Company

PROJECT DETAILS

 Custom Software Development

 Nov. 2019 - Ongoing

 \$50,000 to \$199,999

“*Thanks to their expertise, I make more informed decisions that position us to deliver the best value to our customers.*”

PROJECT SUMMARY

Trigent Software provides comprehensive development support to the internal ERP and website of an industrial chemicals manufacturer, working in PHP and Laravel and implementing Google Analytics to build SEO.

PROJECT FEEDBACK

The software work delivered by Trigent Software has been transformative for the internal management of the client's processes, allowing them to sustain much more rapid growth than they had originally anticipated due to external circumstances. The team excels at communication and project management.



The Client

Introduce your business and what you do there.


We are an industrial chemical manufacturing company for the B2B space, and I am the CIO. I oversee all of the information technology and data flow for the company, from the ERP all the way to the public-facing website.


The Challenge


What challenge were you trying to address with Trigent Software?

For the last 10 years, we had an in-house developer who worked on all of the internal software that enables what we do. That developer moved on, and rather than hiring another full-time developer, we looked for a partner that could help us meet the same need.

 CIO, Chemical Manufacturing Company

 Chemicals & Biotechnology

 51-200 Employees

 Atlanta, Georgia

CLIENT RATING

5.0

Overall Score

Quality: 4.0



Schedule: 4.0



Cost: 5.0



Would Refer: 5.0





The Approach

What was the scope of their involvement?

We have an internal portal for our team to look up information, place orders, and gather marketing materials, and they have worked to essentially bring more value into that system. That has included adding components to the software, handling user requests, and even overhauling and deploying our new website which allows us to better utilize Google Analytics for our SEO.

The development framework is a very standard PHP Laravel system, so we had an initial discovery meeting where I explained the technology and our expectations to them, and they took over a little at a time from there. We started with a couple of smaller projects to gauge their knowledge and ability, and they have stayed on to help with various needs and feature updates throughout the lifecycle of the company.

What is the team composition?

I primarily interact with their project manager, who helps a lot in bridging the gap between us and the development team. We started out with two developers and a QA tester, and have since grown to four developers from there.

How did you come to work with Trigent Software?

We initially brought on a partner team that didn't work out quite as well, and one of their sales managers reached out to me on LinkedIn through a mutual connection to see if I had any general IT needs. It just so happened that when I got on a discovery call with them, we realized that they could serve in that development role as well.

How much have you invested with them?

So far, we've spent about \$50,000, but by the end of this engagement in particular are planning to have spent somewhere around \$170,000 in total.





What is the status of this engagement?

The partnership started in November 2019 and we are continuing to work together.

The Outcome

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

Because of the pandemic, our company was positioned to grow a lot faster than we anticipated by supplying a lot of sanitizing chemicals to companies in the US who need it. That made it even more critical for us to have a scalable system in place to support that growth, and Trigent has been an incredible partner in helping us to get that system in place.

I've gotten a couple of stakeholders involved for specific marketing, design, and sales management tasks, and our conversations have all focused on the level of work Trigent has provided and how much we've been able to turn our technology around. They developed an understanding of our system extremely quickly and brought technical expertise and creativity to making it even better.





How did Trigent Software perform from a project management standpoint?

Their management of the project was fantastic. A lot of the time, the struggle with offshore development teams is just in communicating the business need appropriately so that the developers really take it in and turn it around. Their project manager was absolutely key in our ability to do that successfully.

Trigent provided all of the tools for managing the project, including Jira for all of the ticketing and tracking progress, as well as Skype for quick messaging back and forth with the developers and the team.

We have two scheduled meetings weekly for the whole team to regroup on progress and plans, and one with just me and the project manager in the middle of the week where we establish more of the general roadmap for the company and discuss feedback from the team.

What did you find most impressive about them?

The project management aspect of the project is definitely what puts them head and shoulders above the rest. I've worked with several development teams both here and at previous companies and having someone who can actually translate your business requirements into technology is an incredibly important and rare piece.

No matter what I explain to them, I am able to give them my recommendation and the reasons why we need it, and know that they will either develop it perfectly or come back to me and recommend something that will get us even more value on the business end. Because of their expertise, I make more informed decisions that position us to deliver the best value to our customers.





Are there any areas they could improve?

I've run into occasional communication issues with the developers when we're in rapid development stages and need to communicate with them directly. There is probably some room for improvement in being more comfortable admitting that they don't understand something when you explain it the first time so that you can make sure you get it right. I don't doubt that it will improve with time as we develop more confidence in the relationship.

Do you have any advice for potential customers?

Communicate your requirements very clearly and go back over everything a few times. It can be easy to overlook the value of the project manager piece, but having them on the team will save you an incredible amount of time and money in the long-run.

