



# Android & iOS App Development for Pet Services Company

## PROJECT DETAILS

 Mobile App Development

 Sep. 2019 - Ongoing

 \$10,000 to \$49,999



*"They have a team in place that can handle whatever is thrown at them."*

## PROJECT SUMMARY

Insyte Consultancy Services has developed an Android and iOS app for a pet services firm. It is now available in two of the client's locations. They continue to revise, add features, and fine-tune the app.

## PROJECT FEEDBACK





Insyte Consultancy Services' work has met the expectations of the internal team. They can execute any plans required from them. Above all, their technical capabilities provide a positive impact on the project's results, leading to an ongoing engagement.



## The Client

Introduce your business and what you do there.

We are an in-home service company with franchises in several locations. We do dog walking and pet services in people's homes. We have nine different locations across Illinois, Wisconsin, and Colorado. I work for the franchisor along with two of the corporate-owned locations managed. I am the head of technology and accounting.

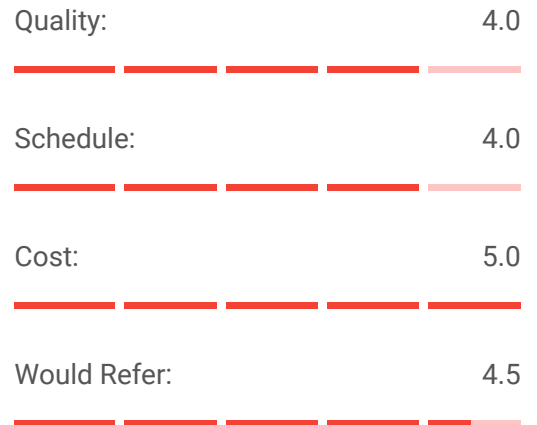
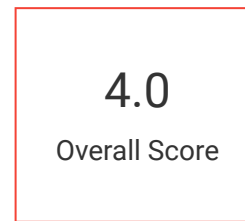
-  CTO, Pet Services Company
-  Consumer products
-  11-50 Employees
-  Chicago, Illinois

## The Challenge

What challenge were you trying to address with Insyte Consultancy Services?

We hired Insyte to develop a mobile app for our staff which they can utilize for our dog walking services. We also wanted to have a way to track our staff remotely while they're working.

### CLIENT RATING





## The Approach

### What was the scope of their involvement?

The app is being developed on Android and iOS. We needed it on both platforms to allow our 50–200 users to use it on whatever device they personally own.

The app gives each one of our field staff their daily schedule and displays it for them. It also gives them the option to map it. Moreover, it gives details regarding the services that they need to perform. In the same way, we're also informed whether they've already arrived at their destination and that updates on our backend software.

During the dog walk, the app maps their walk and they can also take a picture once the visit concludes. After that, a notification is sent out to our customers which includes the picture of their pet and their itinerary map.

The app is essentially done, but we're revising and updating it with some additional features. We continue to fine-tune it before we finish rolling it out. Currently, we've rolled it out to two of our nine locations. We have another project lined up for them after they complete our app.

### What is the team composition?

We work with Raj (CEO) and their project manager.





## How did you come to work with Insyte Consultancy Services?

They're the second company that I worked with. I worked with another developer before them who wasn't able to successfully finish the project after 18 months. That vendor didn't complete the Android version of the app and only finished the iOS version successfully.

As such, I searched using Google to look for developers and came across information for Insyte. I contacted Raj and he put together a proposal and connected me with a project manager.

## How much have you invested with them?

We've spent \$20,000–\$25,000.

## What is the status of this engagement?

They started working in September 2019, and we continue to collaborate. The project was not projected to take a long time, but we hit a couple of delays. When the pandemic hit, we paused production on the app for about three months.

## The Outcome

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

They are experts and have done an excellent job. The team is knowledgeable and capable of executing the plans we give them, which has been beneficial for us. I'm very impressed with their development team and very satisfied with the quality of their work. The end product is exactly what I wanted, more or less.





## How did Insyte Consultancy Services perform from a project management standpoint?

Most of the time, they're good at meeting deadlines. Sometimes we don't meet it because of me or because they failed to do so. Overall, when they know that it is a critical time for us, they perform more often than not.

## What did you find most impressive about them?

Their technical expertise is impressive. They have a team in place that can handle whatever is thrown at them. Truly, whenever I give them an idea, they're able to deliver it as long as I'm clear in defining what I want.

## Are there any areas they could improve?

The design phase was unique for them because I came at it with what I thought was a designed project. They're typically used to working with people that they do the design for, so what we have was a unique situation and we worked through it. I don't fault them so much as I know it was something new.

Furthermore, I'm not sure they understood our use case or if they fully took into account our perspective on how things had to work. I'm not sure if they have been able to really understand some of the problems unless I point them out. This is a different project type than they're used to, but understanding our business is where they didn't spend enough time or where they didn't seem to fully appreciate what was required based on how our business runs.

## Do you have any advice for potential customers?

Fully define the scope of the project ahead of time. Invest the time upfront scoping, designing, and thinking through the details.

