



Custom Web Dev for a Creative Digital Agency

PROJECT DETAILS

 Web Development

 Jan 2009 - Ongoing

 \$200,000 to \$999,999



"The nice thing about SapientPro is that they're approachable and always reachable."

PROJECT SUMMARY

SapientPro developed a website and a native Android/iOS app. By creating a custom CRM and CMS, they were able to connect the platforms and enable features like subscriptions, scheduling, and document sharing.

PROJECT FEEDBACK

The number of subscriptions has increased annually since the site was launched. The platform is very useful and has made communication much easier. Over many years, SapientPro has proven to be a reliable partner by always delivering quality products on time and in budget.



The Client

Introduce your business and what you do there.

I'm the owner and founder of a business in communication, design, and innovation. My position is at the moment call the chief creative solutions.

The Challenge

What challenge were you trying to address with SapientPro?

We have a customer that works in special needs education, and we do all of their communication work. We hired SapientPro to develop a website with a custom CRM.



Jasper Budel

Chief Creative Solutions, Budelinc BV



Design



Rotterdam, Netherlands

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?

They built a web-based platform with a custom CRM and CMS. They also built an adjacent native Android/iOS app that the website can interact with. In addition to being an e-commerce site, it's a booking and subscription platform. Agendas are accessible on the app or through the backend of the website.

Members also use it as a collaboration platform—they can schedule meetings, join meetings, share files, and discuss things through a forum.

What is the team composition?

There are two people who we contact regularly, and an emergency contact. Over the years, we've worked with many people. They always are able to staff the team and fulfill their promises.

How did you come to work with SapientPro?

Someone recommended them to me.

How much have you invested with them?

We spend about €30,000 per year (approximately \$335,000 over ten years).

What is the status of this engagement?

I've been working with them since before they were called SapientPro. Our partnership began around 2009 and we've been working together ever since.





The Outcome

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

Subscriptions have increased by 20% each year. The quality of the systems we've built together is very high. The site is very useful and really helps our client stay in contact with members without growing their staff. Without this system, they would need to hire another person to maintain communication with over 700 schools in Holland. The impact is huge.

How did SapientPro perform from a project management standpoint?

They always keep their promises—when they schedule something, they get it done in time and in budget. Over the years, it's always been very easy to contact them. We used to Skype, but now we usually use Slack. Even though they're far away, are in a different time zone, and speak a different language, they're always available.

What did you find most impressive about them?

It doesn't matter what platform, language or digital solution we're looking for; they always have an expert available who can get things done in a reasonable time frame. So that's really impressive.

Are there any areas they could improve?

It's a shame they're not closer, but that's difficult for them to improve.





Do you have any advice for potential customers?

The nice thing about SapientPro is that they're approachable and always reachable. Still, you need to be reachable too. Web development is a very agile process and things change quickly. You have to be open to their input because they have some really valuable insights. If you're open to their ideas, you'll get an even better product.

