



CRM Development for Land Surveying Company

PROJECT DETAILS

 CRM Consulting and SI, Application Management & Support

 Sep 2022 - Ongoing

 \$50,000 to \$199,999

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PROJECT SUMMARY

SapientPro is helping a land surveying company enhance their CRM system's functionality using Gyroscope and PHP. Their scope has included developing important features for workflow automation.

PROJECT FEEDBACK

SapientPro has been instrumental in developing useful capabilities for the client's CRM system, which will save them a lot of issues. The team is timely and collaborative via Google Meet and MS Azure. Moreover, they use an agile approach and are eager to learn complex processes and technologies.



The Client


Introduce your business and what you do there.


I'm the operations manager for Krcmar Surveying LTD., a company that distributes and creates land surveying plans. In my position, I run our surveying crews and get them to do their jobs. Recently, I was assigned to manage the development of our CRM application to support our operations.

The Challenge

What challenge were you trying to address with SapientPro?

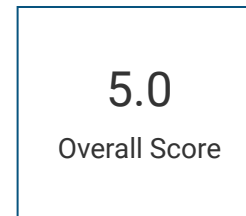
Our CRM system was built by a different company using a very specific PHP framework that not many developers know called Gyroscope. We started having many requests from our operations side because our CRM system didn't assist our operations to the extent that our managers wanted. Therefore, we needed to increase our efficiency in developing the features we needed, so we hired SapientPro to help us out with our CRM expansion.

 **Jamie Krcmar**
Operations Manager, Krcmar Surveying LTD.

 **Construction**

 **Toronto, Ontario**

CLIENT RATING



Quality: 4.5

Schedule: 5.0

Cost: 5.0

Would Refer: 5.0





The Approach

What was the scope of their involvement?

SapientPro is helping us expand our CRM system capabilities using Gyroscope and PHP as the main technologies. Currently, our objective is to get away from Gyroscope, and we'll keep working with SapientPro for this.

One of the key features they're developing is the virtualization of the management for surveying workflows. To do this, I first found all the steps related to every surveying workflow. Since then, they've organized all those steps into a frontend feature that allows users to assign various requests in those steps. With this feature, we'll also be able to skip steps and customize how a job will flow through our organization, allowing us to track the analytics of said steps.

How did you come to work with SapientPro?

We researched only and came across Clutch, where I found SapientPro. They seemed able to do the work, so we hired them.

How much have you invested with them?

We've spent \$50,000–\$70,000.

What is the status of this engagement?

We started working together in September 2022, and our engagement is ongoing.





The Outcome

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

Thanks to SapientPro, our product is now basically ready to go, and we're close to seeing the actual functionality. If we hadn't hired SapientPro, we would be nowhere near where we are now. However, we haven't deployed anything yet because SapientPro is putting on the final touches and implementing stakeholder feedback.

How did SapientPro perform from a project management standpoint?

We work SapientPro on an hourly basis. We haven't assigned a budget to the project because the new features will save us a lot of issues down the road. In terms of time management, they've been great.

We use Google Meet for our meetings and Microsoft Azure for project management. We've leveraged MS Azure's project boards to assign tickets using the Agile framework. However, we've gotten to a point where our tasks are getting very specific, so we now use a Word document to write the tasks.

What did you find most impressive about them?

SapientPro's work has been phenomenal. They've learned Gyroscope, our business needs, and a very complex paradigm on how to automate our processes, allowing them to implement new features to our CRM. They've even stopped me from implementing some features that would have caused errors, which is great.





Are there any areas they could improve?

I can't think of anything SapientPro could improve on – they've done everything we've asked for.

