Mobile & Web Dev for Personal Chef App

PROJECT DETAILS

🏷 **Mobile App Development, Web Development**

📅 **Jan 2016 - Ongoing**

💲 **$10,000 to $49,999**

❝ *"They are customer-oriented and easy to work with."*

PROJECT SUMMARY

Incepteo provides web and mobile app development services for a personal chef platform. The app helps customers connect with private chefs for events and rate their services.

PROJECT FEEDBACK

While the engagement is ongoing, the results have met the needs and expectations of the client. Despite some QA issues, Incepteo has stuck to the given quote and makes any changes when needed. The team is hard-working and creative.
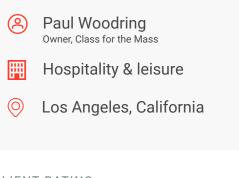
The Client

Introduce your business and what you do there.

I'm the owner of Class for the Mass. We offer a service to customers and personal chefs. We're like the Uber for people who hire personal chefs to cook or do meal plans for them.

The Challenge

What challenge were you trying to address with Incepteo?

We needed help building our app.

Paul Woodring
Owner, Class for the Mass

Hospitality & leisure

Los Angeles, California

CLIENT RATING

4.0
Overall Score

Quality: 4.0

Schedule: 4.0

Cost: 5.0

Would Refer: 4.5

The Approach

What was the scope of their involvement?

Incepteo developed our mobile app and accompanying web version. The app allows customers and chefs to connect. Chefs register, providing a copy of their driver's license for backup checks. Upon approval, they can log in to build their profile, including a link to their own website, indicate up to five recipe specialties at a time, and state their availability.

Customers can also register and log in, listing what they are looking for, such as date, type of food, location, number of people being fed, and if they want to provide the food or have it provided by the chef. We recommend it be provided by the chef to ensure proper ingredients and amounts.

Based on their specifications, a list of available chefs will come up for them to review. They choose the chef that best suits their needs, and signs an agreement for the price, limiting our liability. The chef is then notified that they have been selected for an assignment, reviews the request, and accepts or rejects it.

If accepted, a notification is sent to the customer, and a confirmation notification is sent to the chef. Once confirmed, information is given to the chef on how to contact the customer, and Google provides the location. There is also a unique password given for each assignment, sent to the chef and the customer.

Upon the chef's arrival at the location, the system asks the chef and customer to confirm the unique password. The system keeps track of the chef's expenses, which are reviewed by the customer for acceptance or rejection. It also keeps track of the time spent on the assignment, as there is an hourly charge. The chef notifies the system upon completion, the customer is billed to the credit card on file, and the chef is paid through the system.

What is the team composition?

There have been two project managers, who serve as our main points of contact. There are also several development engineers involved.

How did you come to work with Incepteo?

We chose them from a list of about 10 vendors our CTO felt were qualified for the project. Their price point was much lower than local vendors, so we decided to work with them.

How much have you invested with them?

We have invested between $12,000–$13,000.

What is the status of this engagement?

We began working together around January 2016, and it's ongoing.

The Outcome

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

When they give us a release of the app, we perform independent testing to ensure it's operating as specified. That takes roughly a month, usually involving several iterations. We also do Beta testing with customers and make the necessary changes to improve customer experience.

Their work has been quite good overall, though their internal QA has missed a few things, and some tasks have taken longer than expected. The app is quite comprehensive, and there have been several areas of complexity beyond their anticipation. Incepteo stuck to the quote given, and they have fixed everything we asked them to fix.

How did Incepteo perform from a project management standpoint?

The project managers from Incepteo have done very well. They are responsive and easy to talk to. They schedule meetings; we primarily use Zoom but have used Join.Me and other platforms, as well. They also write up action items and notes from the meetings, and send them to me for approval, to ensure nothing falls through the cracks.

What did you find most impressive about them?

Their project management is strong, and they're creative. When we describe a feature we'd like to see, they delve into finding the best solution, including alternative solutions, and present it to us.

Are there any areas they could improve?

Their in-house QA testing could be more thorough. They have missed several issues that we found in our testing. However, we brought it to their attention, and they changed their process. There is also a language barrier with some of the developers; they speak so quickly that it can be hard to follow at times.

Do you have any advice for potential customers?

Develop a relationship with the project manager. Make sure your specifications are well understood. They are customer-oriented and easy to work with.

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