

Web Dev for Supplier Diversity Advocacy Organization

PROJECT DETAILS

 Web Development

 Jan 2017 - Ongoing

 Confidential

“*They’re there for us whenever we need them, always happy to help and go above and beyond.*”

PROJECT SUMMARY

An advocacy organization hired Incepteo to develop a portal. The site is a database for suppliers and corporate buyers, allowing filtered searches. The team is now helping the client migrate the platform.

PROJECT FEEDBACK

The client is delighted with Incepteo’s work, helpfulness, and invaluable advice. The team is highly responsive via email and MS Teams and is always available for a call when needed. Their accessibility, steadfast support, and superb customer service make them an excellent partner.

The Client

Introduce your business and what you do there.

I'm a certification and finance officer at MSDUK, an organization that helps ethnic minority businesses in the UK to be in the supply chain of big corporations.

The Challenge

What challenge were you trying to address with Incepteo?

We needed to have a platform for our suppliers and corporate members to find information in one place, and we hired Incepteo to build it for us.



Nisha Shah

Certification & Finance Officer,
MSDUK



Nonprofit



Leicester, United Kingdom

CLIENT RATING

4.5

Overall Score

Quality: 4.5

Schedule: 5.0

Cost: 4.5

Would Refer: 5.0

The Approach

What was the scope of their involvement?

Incepteo built and currently hosts our website. The portal serves as a database for supplies and corporate buyers. Users can log in and input their business-related details. Incepteo added features enabling buyers to search for suppliers, filtering their requirements. When they find what they're looking for, they can contact us, and we make introductions.

We also use the portal to run our programs, such as our business leaders for the future, supply diversity residential, accelerator, and innovation programs. Recently, Incepteo advised us to move to another hosting platform due to our accelerated growth in the past two years. We have many things happening at once and need a more dynamic solution. Currently, the Incepteo team is helping us migrate our data from their platform to the new one.

What is the team composition?

We have a dedicated support team from Incepteo. We work with a project manager daily, and we can go to Manoj (Head of Customer Success) if required.

How did you come to work with Incepteo?

They've been with our company for about 5–7 years; they were already our supplier when I joined.

What is the status of this engagement?

We started working together around January 2017, and our engagement is ongoing.



The Outcome

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

Incepteo is absolutely amazing; there's no one better than them. They're there for us whenever we need them, always happy to help and go above and beyond. They've been with us for so long that we're not just a customer and supplier — they're like family to us.

We always take their advice to find the best possible way to achieve our goals, so we're moving on from their hosting services. The team has been amazing during our migration process. We'll be parting on very good and professional terms and will remain very close in our professional relationship.

How did Incepteo perform from a project management standpoint?

We mainly communicate via email; we send our tickets to the support team, and any teammate can pick them up to help us solve issues in time. This way, everything gets notated and documented. Incepteo provides us with a clear picture of what's happening, no matter what we ask.

We're also connected through Microsoft Teams, where the team gets back to us within two minutes, no matter what. If a request takes time, they tell us how long it'll take and then come back within that timeframe. When it comes to queries, they'll consult with their team if they don't have the answer; they never leave us empty-handed. If there's something we need to discuss that can't be explained via email, we pick up the phone or set up a call on Microsoft Teams.



What did you find most impressive about them?

I'm impressed with their readiness to help whenever queries or issues are raised. They always come back to us in good time, in a very professional manner, and try to sort things out for us as soon as possible and in the best way. They always provide anything we ask for and explain everything.

Are there any areas they could improve?

I don't think they need to improve on anything; they've been perfect.

Do you have any advice for potential customers?

My advice is to make sure you ask for what you need and be clear so that you don't have any issues. They're developers, and they'll build what you ask for. If you're clear with your needs, Incepteo will do their best.