

Custom Software Dev for Instrument Rental Company

PROJECT DETAILS

 Custom Software Development

 Apr 2018 - Jul 2018

 \$200,000 to \$999,999



"Their communication was very strong, and they used Redmine and Basecamp to provide transparency."

PROJECT SUMMARY

Orases developed a custom information processing software and integrated an ERP for an instrument rental company. To streamline internal processes, they created workflows and calendaring capabilities.


PROJECT FEEDBACK


The product resolved recurring issues and increased efficiency. As a result, staff members really appreciate the product. In order to deliver an effective solution, Orases met with the client once a week, asked questions, and listened to their needs. Overall, it was worth the investment.

The Client


Introduce your business and what you do there.

I'm the CIO of a regional music company. With nine locations across the Midwest, we provide rental band and orchestra instruments for grade school students. We work with a lot of directors, and usually, go to schools so students can pick out their instruments.

 **Marsha Orwig**
CIO, Quinlan and Fabish Music Company

 **Arts, Entertainment & Music**

 **51-200 Employees**

 **Chicago, Illinois**

The Challenge

What challenge were you trying to address with Orases?

We had a couple of different issues. Our information was siloed in different ERP and CMS tools. In order to coordinate between our internal staff and sales reps, our sales reps had to duplicate their actions in each tool.

There were a lot of disparate parts that needed to come together, and one of the biggest challenges was that the ERP running our company business was based on FoxPro, which is an outdated flat file system.

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?

Orases developed an information processing software that connects with our ERP. Then they created the whole workflow piece of the software. It ensures that our pricing is always accurate, taking into account different tax rates in different locations.

What is the team composition?

We worked with about six people from their team. The project manager was our primary contact at the start of the project, but we also worked with senior developers and a UX designer. As the project went on, they introduced us to other workers.

How did you come to work with Orases?

Our IT partner helped guide us through the RFP process. They brought about a dozen companies to us, including Orases. Then I read through each candidate's Clutch reviews and narrowed it down to three choices. Our committee assessed each candidate and gave a strong go-ahead for Orases.

How much have you invested with them?

The quote was \$200,000–\$240,000, and they stayed in budget. They weren't the lowest quote, but they definitely weren't the highest.

What is the status of this engagement?

We started working with Orases in April, and they finished the product in July 2018.



The Outcome

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

The product has resolved a number of the recurring issues we've had. The pricing functionalities of the software have really increased our efficiency. They under-promised and over delivered. We don't have to correct much.

We've brought in a couple of staff members since implementing the software, and they've said that the software is wonderful. This kind of feedback reinforces our belief that this was a good investment.

They didn't just build what we were asking for, but actually took the time to understand the workflows and culture within our business. They consistently listened and asked questions. In the end, they built what we needed, not necessarily what we thought we wanted.

When the stay-at-home orders began in March 2020, we were able to continue without dropping a beat because we had all of this infrastructure and it was all in the cloud. All our reps could use the software from home.

How did Orases perform from a project management standpoint?

Orases was very responsive. In addition to my project manager, there were two other people I could contact when I had questions. I always had someone I could go to.

Their communication was very strong, and they used Redmine and Basecamp to provide transparency. We met every week, so I always had a handle on what was going on within the project. As a result, I was able to provide updates to our principals.

At the beginning of the project, they provided a sprint schedule, and they hit all the deliverables within time and budget. Whenever we hit a bump in the road, we discussed it, figured out the best course of action, and solved the problem.



What did you find most impressive about them?

Orases was wonderful to work with. They were a good fit for us culturally and were very supportive. We had around 170 employees who'd never gone through custom software development before, so there was a learning curve. Orases helped us throughout the project to ensure the process went smoothly.

Are there any areas they could improve?

Given the parameters of the project, they really pulled off a great project. We've been really happy.

Do you have any advice for future clients of theirs?

Clients shouldn't be afraid to ask questions and have discussions. Orases fit with our company culture and got to know our internal processes, so they understood why we asked for certain things.

