

THE PROJECT

Web Design & Maintenance for Media and Events Company

 Web design

 \$50,000 to \$199,999

 Feb. 2017 - Ongoing

Project summary:

Umbrella IT designed a site for an investment database within a media events company. They merged disparate elements together into a cohesive site before moving into a maintenance agreement.

THE REVIEW

“They fill in the blanks, and they really understand what we want. They make sure we get products that work.”

OCT 11, 2019

Feedback summary:

The quality of work that Umbrella IT provides is high. They follow instructions, make useful suggestions, and are well organized. Though there is a difference in time zones, their communication is good and their response times are quick. They always deliver on requirements.

5.0 

Quality: 5.0

Schedule: 5.0

Cost: 5.0

Willing to refer: 5.0

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THE REVIEWER

Financial Database Manager, Contex Group Inc.



Christian Charest

 Business services

 5,001-10,000 Employees

 Montreal, Canada

 Phone Interview 

 Verified

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BACKGROUND

Introduce your business and what you do there.

We were recently acquired by a larger conglomerate, but, in essence, we are a media and events company. My division has a database of pension plans and other institutional investment service providers. Through that database, we connect key people who make investment decisions for pension plans with portfolio managers and other vendors who can help them. We provide key information for both sides, including important contact information. I'm the product manager for the database.

OPPORTUNITY / CHALLENGE

What challenge were you trying to address with Umbrella IT?

My predecessor hired them to help design our website.

SOLUTION

What was the scope of their involvement?

They completed the design work a little over two years ago. When I started, everything was already in place, so I can't outline all of their involvement in the initial design. Since I've been at the company, they handle day-to-day maintenance and fix any bugs that arise. In the past, they oversaw some larger-scale projects. Our website is a bit complicated, and we outsource a lot of features. They put all the separate parts together into a site that is usable for our end users. I asked them to make some adjustments to the content when I joined. The site is hosted by HostGator, and the database architecture is provided by Caspio.

What is the team composition?

I work with three people on a regular basis. A product manager is my main point of contact, and I also interact with a programmer and a QA specialist.

How did you come to work with Umbrella IT?

They were already in place when I joined the company, but they were originally hired as a cost-saving measure. They charge considerably less than companies in North America. I'm not sure what steps my predecessor took to hire them.

How much have you invested with them?

The initial project cost somewhere between \$40,000-\$45,000, and we currently spend about \$3,000 a month on their services.

What is the status of this engagement?

I believe the collaboration began in February or March 2017. We have them on a retainer system, which comes to about 20 hours of work each week.

RESULTS & FEEDBACK

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

We were previously owned by another company, so the original look and feel of the site was completely different. I don't have any quantitative feedback about the results of their work, but the quality they provide is very good. They follow instructions well, and they make useful suggestions. They fill in the blanks, and they really understand what we want. They make sure we get products that work.

How did Umbrella IT perform from a project management standpoint?

They're very organized, and they send almost daily updates that are very detailed. They manage projects through Trello, and most of our communication happens through that tool.

What did you find most impressive about them?

Their communication is very good, even though they're in Russia. Our window of communication is early in the morning for us, but we never have to wait for a response. Our interactions are excellent.

Are there any areas they could improve?

I'm very happy with their work overall, and there isn't anything I can think of that they should improve.

Do you have any advice for potential customers?

If you know what you want, they will deliver on your requirements. I give them clear instructions, and I've been satisfied with everything so far.