

THE PROJECT

## iOS & Android App Development for Bank

 Mobile App Development

 Confidential

 Mar. - Nov. 2020

### Project summary:

Umbrella IT completed a native iOS and Android app development project. After taking over the project from a previous provider, they resolved problems and executed the client's original vision.

THE REVIEW

"They remained calm and came up with reliable solutions in challenging situations."

FEB 11, 2021

5.0 

Quality: 5.0

Schedule: 5.0

Cost: 4.0

Willing to refer: 5.0

### Feedback summary:

Umbrella IT came up with creative solutions to address challenges and executed them while keeping the client's vision in mind. As a result, the client is very happy with the final product. They were flexible and accommodated changes throughout the engagement but still managed to deliver on time.

Minimize Review 



THE REVIEWER

## Head of Digital, Ikano Bank



Kirill  
Vinogradov

 Financial Services

 501-1,000  
Employees

 Russia

 Phone Interview 

 Verified

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*A Clutch analyst personally interviewed this client over the phone. Below is an edited transcript.*

## BACKGROUND

**Introduce your business and what you do there.**

I'm the head of digital for Ikano Bank.

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## OPPORTUNITY / CHALLENGE

**What challenge were you trying to address with Umbrella IT?**

We initially hired them to develop a mobile app for iOS and Android. The first company we hired wasn't meeting our needs, so Umbrella IT took over development.

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## SOLUTION

**What was the scope of their involvement?**

When we first started working with them, they immediately dove in to understand the problems that we were experiencing after our first partnership. Then they used native technology to finish development and deliver according to our initial plan.

**What is the team composition?**

There were about 20 people initially working on the project. Now we're working with a software development team comprised of one analytic designer, a project manager, a developer, an architect, and two QA testers.

**How did you come to work with Umbrella IT?**

The tender itself took quite a long time. Then we needed to follow regulations

They were the best fit based on their experience. They also offered a great price and were flexible. They tried to understand what we were looking for. They proposed a few options for us to choose from.

**What is the status of this engagement?**

They started the project in March 2020 and they delivered it in November 2020.

## RESULTS & FEEDBACK

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

They met all of our expectations. They were very experienced and used their extensive knowledge base to provide multiple solutions as the project changed.

### **How did Umbrella IT perform from a project management standpoint?**

Their sales process was great. They created several options for us to move forward. It was really important that both of our teams were aligned on our project goals, so we established metrics to track the project's progress, outlined the product roadmap, and planned synchronization calls to ensure we were on the same page. By setting clear deadlines and deliverables, we were able to stay on track.

They were also very transparent and accommodating when things came up. Our contact person helped us manage the scope as we had to adjust our plans.

### **What did you find most impressive about them?**

They remained calm and came up with reliable solutions in challenging situations. When they took over the project, they were able to address all of the challenges we were facing.

As a startup, we also adjust the project scope frequently, but Umbrella IT responded immediately and found a solution while keeping our deadlines in mind.

### **Are there any areas they could improve?**

I don't know what they need to do better. They just need to continue to work with the same speed and passion they already are.

### **Do you have any advice for potential customers?**

If you're looking for a new partner who can create custom solutions in a unique environment, Umbrella IT is the best choice.