






Joomla Maintenance & Hosting for Agricultural Tech Company

PROJECT DETAILS

-  Web Development
-  Mar. 2019 - Ongoing
-  Less than \$10,000

“
"They've never failed to solve problems on my website."

PROJECT SUMMARY

WebCitz, LLC is providing website maintenance and hosting for an agricultural tech company. They handle all issues that may show up on the client's Joomla website.

PROJECT FEEDBACK

WebCitz, LLC's work has resulted in a functional and reliable website, meeting the client's expectations. Their team displays technical expertise on top of a high level of customer service. They are personable, responsive, and accommodating – the relationship has been extremely positive.



The Client


Introduce your business and what you do there.


I'm the CEO and owner of GRAINSIGHT, and we manufacture a remote green bin monitoring and control app.


The Challenge


What challenge were you trying to address with WebCitz, LLC?

We previously had a vendor hosting our website, but some issues arose with our platform. The problems were beyond my level of expertise, and the hosting company was also unresponsive. I was looking for someone to help me resolve my site's issues.

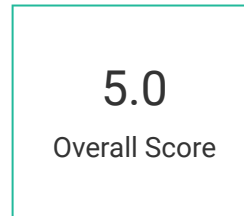
 **Rick Bergenheier**
CEO & Owner, GRAINSIGHT

 **Software**

 **1-10 Employees**

 **Des Moines, Iowa**

CLIENT RATING



Quality: 5.0

Schedule: 5.0

Cost: 5.0

Would Refer: 5.0





The Approach

What was the scope of their involvement?

Initially, I hired WebCitz to resolve my site's issue. They analyzed the problem, quickly found it, and immediately implemented a fix. Since then, they've become my go-to partner whenever I have issues with my website, which is built on Joomla. Notably, they updated my website design and made it more modern-looking.

WebCitz is currently providing us with web hosting and maintenance services. They also troubleshoot any issues that arise on my site and ensure it's properly backed up.

What is the team composition?

I've worked with David (Owner) and one other resource.

How did you come to work with WebCitz, LLC?

I searched for web developers online. I spoke with several vendors, and through elimination, I ended up with WebCitz. I talked to David, and he assured me that their team could resolve my issues. I chose to work with them because they were responsive.

How much have you invested with them?

I've spent \$2,000.

What is the status of this engagement?

We've started working together in March 2019, and it's ongoing.





The Outcome

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

Since WebCitz has taken over my site's hosting, the problems have been minimal. My site works as intended, and it keeps on running. They seem very knowledgeable, and they're not surprised by our problems. They're competent enough to resolve my site's issues immediately.

WebCitz has successfully located my site's issue and resolved it promptly. Since then, they've never failed to solve problems on my website.

How did WebCitz, LLC perform from a project management standpoint?

WebCitz is excellent at project management. We communicate through email and phone calls. They've been responsive whenever I have concerns. Additionally, I get along with their team – they have a good personality and are helpful and friendly. Their pricing is also reasonable, and it's half the price of my previous hosting provider.

What did you find most impressive about them?

WebCitz's expertise and responsiveness are impressive. I've tried many vendors, but they haven't solved my problems.

Are there any areas they could improve?

I can't think of anything. They've done everything I hoped for and expected.





Do you have any advice for potential customers?

Hire them, and get them to work on your website. You won't have any problems with their team. Communicate with them, and ensure they know what you want.

