



Web & Mobile App Development for Training Company

PROJECT DETAILS

Web Development

Jun. 2013 - Ongoing

\$50,000 to \$199,999

“*They always find a way to get things done on time or earlier by finding new methods to streamline their process.*”

PROJECT SUMMARY

WebCitz, LLC was hired by a training company to maintain and support their website. Their main tasks include handling custom coding work, organizing the site's layout, and handling the site's SEO.

PROJECT FEEDBACK

WebCitz, LLC continues to provide reliable services and insights to help the client further elevate their platform. They go above and beyond to adhere to the established timelines. They leverage their expertise into actionable recommendations that drive efficiencies across the client's processes.



The Client


Introduce your business and what you do there.


I'm the repairability technical support and OEM technical relations manager at I-CAR. We are a training company for the collision repair industry.


The Challenge


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

We needed a company that could help us maintain and improve our Repairability Technical Support (RTS) website.

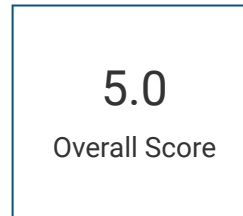
 **Scott Van Hulle**
Manager, I-CAR

 **Automotive**

 **51-200 Employees**

 **Hoffman Estates, Illinois**

CLIENT RATING



Quality: 5.0

Schedule: 5.0

Cost: 5.0

Would Refer: 5.0





The Approach

What was the scope of their involvement?

We partnered with WebCitz, LLC to maintain and implement additional functionalities to our RTS (Repairability Technical Support) website. We already had an idea of the functionality that we wanted for the site, but WebCitz, LLC's help was instrumental in helping us lay the groundwork for what we wanted the site to look like and how all of its parts would work together. Right now, we have more than 15,000 pages of content on the site, and WebCitz, LLC was responsible for helping us understand how to connect the dots and make everything flow together.

Now, WebCitz, LLC is in charge of all of our CSS needs — they handle everything with any kind of complicated forms, such as our log-in forms. They've helped us organize our site's layout and content and do some custom coding work. They've also helped us with the site's functionality design by providing us recommendations on the different styles, ideas, and formats that we can use to make the site look more modern and function in a better way.

Additionally, they've helped us with our site's Single Sign-On (SSO). They've worked with our internal IT department and two other vendors to identify and resolve the existing issues within our SSO.

Aside from that, they've done some SEO work for us to make sure that we have a clean website that functions very well. They've also done some additional work to drive traffic to our site and provided a lot of information to give us insights on what people are searching for and what additional improvements we can implement on our website to drive up our optimization.

They're currently working on developing an iOS and Android app for us.

What is the team composition?

I've worked with Dave (Owner), Corey (Sales and Services Manager), and Drew (Web Designer).





How did you come to work with WebCitz, LLC?

We found WebCitz, LLC through an online search. They seemed to be fairly priced and highly experienced in their field, so we decided to work with them, and we have never looked back since.

How much have you invested with them?

We've spent somewhere around \$100,000 so far.

What is the status of this engagement?

We started working together in June 2013, and the engagement is ongoing.

The Outcome

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

The biggest metric that I could think of was when WebCitz, LLC had our SSO up and running in less than a month. Before they came in and helped with our SSO, the other vendors had been working on it for six months without any success. This, to me, really exemplifies their technical proficiency and the overall quality of their work.

Overall, they've been extremely helpful and knowledgeable, and it has been a great experience working with them. They've been able to help us with so many things quickly, efficiently, and at a very fair price.





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

WebCitz, LLC has performed incredibly well in terms of project management. They've consistently delivered on time and adhered to our established timelines. Even with larger projects, they always find a way to get things done on time or earlier by finding new methods to streamline their process. We always know that they're in the background, finding ways to make things happen and keep us on track.

We primarily communicate through phone calls and emails.

What did you find most impressive about them?

We're impressed with WebCitz, LLC's ability to adapt to any situation that we've come across. I also appreciate how patient they are. They have the ability to have high-level conversations with extremely technical people, but they're also able to bring it down to a level where a beginner can understand them. That, to me, is a true testament to their depth of knowledge and expertise.

Are there any areas they could improve?

I don't think there's anything WebCitz, LLC could improve on – everything that they've done for us has exceeded our expectations.

Do you have any advice for potential customers?

Come in with at least a plan of what you want to accomplish, and don't be afraid to ask questions. WebCitz is very knowledgeable, and they will explain everything to you and take a lot of the fear that comes from the unknown away. They will take care of you very well.

