Web Dev & Design for Nonprofit Animal Shelter

PROJECT DETAILS

🏷 Web Development

📅 Sep. 2016 - Ongoing

💲 Less than $10,000

> " *"Their staff is always personable and patient, explaining things we don't understand in a simpler way."*

PROJECT SUMMARY

WebCitz, LLC is helping a nonprofit animal shelter develop and design a new website. The site is expected to be more visually appealing and user-friendly. The team also works on its content.

PROJECT FEEDBACK

The new website has received rave reviews from internal and external stakeholders — they all commend the site's navigability. WebCitz, LLC communicates clearly, works flexibly, and follows deadlines, allowing for a seamless experience. They're also quick to attend to the client's needs and requests.

WebCitz, LLC

The Client

Please describe your company and your position there.

I am the Education and Communication Coordinator for the Oshkosh Area Humane Society. We are a Nonprofit animal shelter and humane society. We provide numerous services to our community in addition to rescuing and saving companion animals.

The Challenge

For what projects/services did your company hire WebCitz, LLC?

None of our staff had the skills or time to build a website let alone create one that was pleasing to the eye and easy for the public to navigate. We needed a website needing minimal upkeep on our end but at the same time keep up with changes in technology.
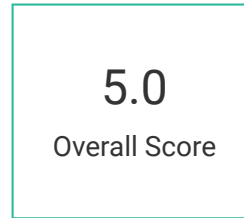
Cheryl Rosenthal
Communications Coordinator,
Oshkosh Area Humane Society

Nonprofit

11-50 Employees

Oshkosh, Wisconsin

CLIENT RATING

5.0
Overall Score

Quality: 5.0

Schedule: 5.0

Cost: 5.0

Would Refer: 5.0

The Approach

How did you select this vendor and what were the deciding factors?

We wanted to work with a local company, a company where we could get to know the people working there and they could get to know us and better understand our needs and meet those needs without breaking the bank.

Describe the project in detail and walk through the stages of the project.

We sat down together to discuss what we liked about our previous website: what worked and what didn't. WebCitz made suggestions on how we could improve the look and content of our site to draw more people in and keep it user friendly. Through the entire process OAHS was kept abreast with the many changes that were being made and how they would work to our advantage.

How many resources from the vendor's team worked with you, and what were their positions?

At the time I believe there were 2 key people that worked on the project. We liked that we were working with the same people though out the project and not getting confused with too many options. They focused on what we needed most to make our site beneficial and effective.

The Outcome

Can you share any outcomes from the project that demonstrate progress or success?

OAHS has received many compliments from our donors and website visitors about how easy our site is to navigate and find the information they are looking for.

How effective was the workflow between your team and theirs?

Communication was good. There was a lot of back and forth to make sure the end product was what we wanted. There were times we didn't understand how something would work to our advantage and needed more discussion but doing so made sure we got everything we wanted and needed.

What did you find most impressive or unique about this company?

When we have questions or concerns they get back to us in a timely fashion. If we feel something needs immediate attention they are on it. Their staff is always personable and patient, explaining things we don't understand in a simpler way. We know they are there to help us.

Are there any areas for improvement or something they could have done differently?

Overall, we have been very satisfied with our working relationship with WebCitz. Any complaints we may have would be minuscule compared to the overall great service we receive from them.

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