



# Website Support & Maintenance for Consulting Firm

## PROJECT DETAILS

 IT Managed Services, Web Development

 Jan. 2021 - Ongoing

 \$10,000 to \$49,999

“  
*"They genuinely want success for Dosen while also being practical and human."*

## PROJECT SUMMARY

A mentoring and consulting firm hired Ahex Technologies to support and maintain their platform once it goes live. Their tasks also include additional developments to the platform as they onboard customers.

## PROJECT FEEDBACK

Since partnering with Ahex Technologies, the client has onboarded their first customers, and the platform has been further developed. Furthermore, the client now has more realistic expectations and awareness of possible roadblocks. As a partner, they were communicative, responsive, and resourceful.



## The Client

Please describe your company and your position there.

I'm the CEO & Co-founder of Dosen.io, the community platform built specifically for mentoring and consulting.

## The Challenge

For what projects/services did your company hire Ahex Technologies , and what were your goals?

The first version of our platform was built and we had a small engineering team. We were about to go live and we needed a development partner to support & maintain the platform once live, and continue platform development as we onboarded clients and added new features. We also needed access to various skills (security, marketing) as guidance to our engineers as they covered all aspects of the product build.



**Ronan Wall**  
CEO & Co-Founder, Dosen.io



**Education**



**Los Angeles, California**

### 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 interviewed 6 vendors and used 4 factors when assessing them.

1. Communication skills - I'm an English speaker and needed a partner that spoke excellent English and was a very proactive and clear communicator. And also honest : ) with good and bad news
- 2.
3. Technical skills - I needed a partner that worked on the same tech stack as our platform & completed similar projects in the past (Marketplace, video based etc)
- 4.
5. Quality - I needed a client that had a high quality output as standard (User experience, design, code quality etc)
- 6.
7. Price - I needed a client that met our budget
- 8.

Describe the scope of work in detail, including the project steps, key deliverables, and technologies used.

Because this is an ongoing engagement we didn't have a specific brief or scoping document. But Dosen.io is a video based, Enterprise platform. It provides businesses and groups with everything they need to operate successful mentoring, consulting or coaching programs. Some of the features include Messaging, Video calling, Scheduling, Payments, rich insights dashboard etc. We offer businesses their own Marketplace and Libraries of content.

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





A technical project manager was our first and most critical hire. She has worked with us from the beginning and has performed the role of team lead / project manager / technical R&D. Separately we have drafted in others as required eg for 4 months we worked with a security expert part time who helped us to build the security into our system that allowed us to pass various client due diligence tests.

## The Outcome

Can you share any measurable outcomes of the project or general feedback about the deliverables?

Since starting working with Ahex we have onboarded our first clients, moved clients from pilots to full time contracts and developed our platform considerably. We also have a much cleaner and clearer development pipeline with estimates, delivery expectation dates, blockers etc which has helped immensely

Describe their project management style, including communication tools and timeliness.

We use a combination of GSuite (to share all information required on epics - pptx, designs, xls etc), Skype for constant daily communication and GMeet for frequent (at least once a week) calls. They're communication style is very responsive, very helpful (trying to solve the issue before figuring out the cost / how long it will take etc) and decisive (with bad news or with estimates or decisions) which is incredibly helpful to ensure we keep moving forward

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

The amount that they care. They genuinely want success for Dosen while also being practical and human (not losing sight of their people's needs or ours).





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

No

