




# Software Dev Staff Augmentation for Tourism Company

## PROJECT DETAILS

 Staff Augmentation

 Jun 2019 - Ongoing

 Confidential

 *"Their CEO is awesome and really cares for his clients."*

## PROJECT SUMMARY

Edvantis provides additional software development resources to an e-commerce software company. In addition, they support QA processes. The team maintains and enhances a food ordering platform.

## PROJECT FEEDBACK

Edvantis dedicates superior resources that exceed expectations and receive positive feedback from internal teams. In collaboration with internal resources, they make accurate estimates to produce quality deliverables on time. The involvement of company leadership augments the partnership.



## The Client

Introduce your business and what you do there.

I'm the CEO of Alturos Destinations GmbH. We conduct marketing for the tourist industry, mainly in central Europe.

## The Challenge

What challenge were you trying to address with Edvantis?

We needed software development resources to support us.



**Michael Saringer**  
CEO, Alturos Destinations GmbH



Information technology



Austria

### CLIENT RATING

**4.5**

Overall Score

Quality: 4.5

Schedule: 5.0

Cost: 5.0

Would Refer: 5.0





## The Approach

### What was the scope of their involvement?

Edvantis helps with software development and QA processes. We gave them all the specs for building out a system. Their team works on the system, which allows users to buy food online and make a reservation for custom service. For example, if you went skiing and wanted to eat later, you could order food on your phone. That order would be sent to the kitchen that would cook it for you and then save a table to serve your dish.

### What is the team composition?

We work with 7–8 people, mostly senior software engineers, from Edvantis.

### How did you come to work with Edvantis?

I receive many requests for resources. After contacting me, Edvantis offered to meet me in person. They were the first resourcing company that wanted to meet in person.

### What is the status of this engagement?

We started working together in June 2019, and our partnership is ongoing.

## The Outcome

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

We've been surprised by Edvantis. Their team has performed much better than other resources. My teams have given great feedback on them. They don't charge to fix issues, and everything's good.





## How did Edvantis perform from a project management standpoint?

In the beginning, we faced a language barrier. After 4–6 weeks, we found people in our company who spoke Russian. That has made collaboration much easier. As soon as that was resolved, their team quickly understood us.

We use Microsoft Teams for daily communication as well as Jira and Confluence. The time difference is only an hour, which makes it easy to work together. When there were problems with estimations, they didn't always meet deadlines. Their team has met deadlines since we started estimating together.

## What did you find most impressive about them?

The CEO accompanied his sales representative during the sales process. We have quarterly meetings with him. Their CEO is awesome and really cares for his clients.

## Are there any areas they could improve?

In the beginning, we had challenges with communication but that was straightened out. They also need to be aware of assigning resources to projects. Edvantis is quick with long-term and maintenance projects. When it comes to a project problem, they aren't as quick.

## Do you have any advice for potential customers?

Build a positive relationship with the CEO. That will make it quite easy if a problem shows up.

