



IT Services for Real Estate Investment Trust

PROJECT DETAILS

 **Managed IT Services**

 **Jan. 2015 - Ongoing**

 **\$50,000 to \$199,999**

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PROJECT SUMMARY

Trigent provides ongoing IT support for a variety of apps. They also create new functionality and support the development of new cloud-based solutions.

PROJECT FEEDBACK

Efficiency improved 40% in one photo-based app since Trigent was first engaged. Their team keeps the project moving through constant communication, providing critical status updates throughout the engagement. They accept constructive input well, but also bring creative ideas of their own to the table at a reasonable value.



The Client

Introduce your business and what you do there.

I'm the director of app development for a real estate investment trust. I look at the development of all IT-related solutions and software.

The Challenge

What challenge were you trying to address with Trigent?

We needed additional resources to support existing IT processes as well as new IT development requirements.

 Director of App Dev, Real Estate Trust

 Real Estate

 1-10 Employees

 New York, New York

CLIENT RATING

5.0

Overall Score

Quality: 5.0

Schedule: 5.0

Cost: 5.0

Would Refer: 5.0





The Approach

What was the scope of their involvement?

Trigent deals with the development of new requirements for our existing IT-based solutions and applications. They work in C#, .NET, agile-based technologies, and the Microsoft stack. We have a stack of existing applications that they support. They also create new functionalities, assisting me in developing and designing new solutions. I've been working with them on a brand new development using cloud-based technology.

How did you come to work with Trigent?

I was brought into this role a little over a year ago, and they were hired before my time. They were a replacement for another company that we were using for IT support. It didn't work out, so Trigent was brought in based on a peer recommendation.

How much have you invested with them?

I think a rough estimate of cost would be \$120,000 to date.

What is the status of this engagement?

The project began around 2015, and the work is still ongoing.

The Outcome

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

Their work is pretty good in general. For example, they achieved a 40% improvement in efficiency in one of our in-house apps that captures pictures. The previous version had a fairly poor design that stored images in a database. Trigent enhanced the app by pushing the pictures to the cloud. They've also done quite well in working on new cloud technology and agile functionality.





How did Trigent perform from a project management standpoint?

We practice scrum methodology. There were a couple of bumps in the beginning, but they quickly got those ironed out. They're doing quite well now. I spend close to 50% of my time with the Trigent team every week.

What did you find most impressive about them?

Their rates are very competitive. I also appreciate their hunger for knowledge. Trigent is great at following directions and adapting to what they're told. They come up with good solutions and recommendations. They don't hold back, which is quite welcome.

Are there any areas they could improve?

To be honest, I can't think of anything right now.

Do you have any advice for potential customers?

They offer good flexibility in terms of staffing needs depending on your workflow. Last year we looked at our plans and realized we didn't need much of their time, and they were able to dial down the support. We had a huge amount of work at the beginning of this year, so we really appreciate being able to increase the team size on demand.

