



Software Dev & API Integrations for Logistics Company

PROJECT DETAILS

 Development

 Jan. 2017 - Ongoing

 Confidential

“*Trigent Software's people know what they're talking about, so it's worth considering their suggestions.*”

PROJECT SUMMARY

Trigent Software integrates carrier APIs into a web-based logistics platform so that end users can leverage third-party services. They're responsible for maintenance, upkeep, and enhancement.

PROJECT FEEDBACK

While tasks may face pauses beyond their control, Trigent Software has performed so well that the internal team wants to expand its resources. They've also proven themselves in their field and can make key development decisions independently when needed. They do best when given creative freedom.



The Client

Introduce your business and what you do there.

I work in the transportation and logistics software division at Trimble Inc. My specific position is the carrier integration manager. This means I manage the team that handles carrier web services and integrations, connecting our easy-to-use platform to external carrier APIs that allow our customers to take advantage of those connections.



Greg Kilgour
Carrier Integrations Manager,
Trimble Inc.



IT Services



10,000+ Employees



Sunnyvale, California

The Challenge

What challenge were you trying to address with Trigent Software?

Trigent Software is the driving force behind the team that maintains our carrier API enhancements. They're responsible for building out new carrier connections.

CLIENT RATING

5.0

Overall Score

Quality: 4.5

Schedule: 5.0

Cost: 4.0

Would Refer: 5.0





The Approach

What was the scope of their involvement?

My team works with Trigent Software to integrate carrier APIs to work within our platform. If the carrier has a new product available, we integrate it with our web services so that our customers can take advantage of it. This work includes maintenance, upkeep, and enhancement.

What is the team composition?

My team consists of a lead, two developers, and a QA specialist. The plan is to get the QA specialist to take on automation work at some point, and we're also trying to grow the team.

How did you come to work with Trigent Software?

We'd already established a relationship with Trigent Software before I came on board, so I was introduced to them when I took over the team 14 months ago.

What is the status of this engagement?

This was before my time, but I believe we started working with them around January 2017, and the engagement is still ongoing.





The Outcome

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

I've expanded the team to bring on some of their resources because I've been pleasantly happy with the work that they've done, the way they've operated, and the communications they've provided. At a high-level look, their results are plentiful, and everyone is happy with them.

In terms of project time to completion data, we don't really have a structure that allows us to pull that information. We can be put on hold for weeks at a time, which is not necessarily something that we have control over. Since we can't rectify that, it doesn't seem justifiable to take that into account when looking at Trigent Software's performance.

How did Trigent Software perform from a project management standpoint?

We work off of a Kanban board in Jira, shifting our projects around as time allows. They're also not afraid to ask questions or provide their own input. If I need to rely on them to make some of the tougher decisions around development when I'm not available, I have full confidence that they know what to do.

What did you find most impressive about them?

It's the quality of work. I hear stories about other challenging contractors that my company work has worked with, and I haven't had to deal with those issues with Trigent Software. In fact, I feel confident that I'll never have to deal with some of those problems because of how Trigent Software handles our workload. They split up the teams on their own so that their developers can focus on the work that we need. There are no extra frills.





Are there any areas they could improve?

No, overall, everything has been going great, and the communication is awesome. I've even had managers from their team check in to see how things are going, which is always nice. That's not something I see often with our other contractors.

Do you have any advice for potential customers?

As long as you maintain that fluid two-way relationship with the team lead or the developers, you'll get the best results.

Allow them to express their thoughts on the situation. Trigent Software's people know what they're talking about, so it's worth considering their suggestions. Of course, the team can take direction very well, but they'll do better when you let them run with their creative thoughts.

They might want to try something that you won't necessarily agree with, but I'd suggest going with it if you have the time. Either they're going to learn something to better themselves, which will help you down the road, or they'll end up teaching you something that you didn't know.

