



Web Development Outsourcing for Group Insurance Company

PROJECT DETAILS

 **Managed IT Services**

 **Jul. 2018 - Ongoing**

 **\$200,000 to \$999,999**

“*Integrity is very important to me. If Trigent say they'll do something, they do it.*”

PROJECT SUMMARY

Trigent Software provides software development and platform support for a group insurance procurement company. They provide maintenance services and work on updates and regulation changes on three platforms.

PROJECT FEEDBACK

The speed and efficiency that Trigent Software provides far exceeds any previous stateside vendor. They take time to understand the need, even when algorithms or processes are complex. They ensure both considerable cost savings and strong, multi-faceted programming.



The Client


Introduce your business and what you do there.


We are a technology company with a flagship software. We are actively involved in group insurance procurement, enrollment, and billing. We have our own source code that utilizes API technology to provide quotes for rates for multiple products. I'm the owner.


The Challenge


What challenge were you trying to address with Trigent Software?

Historically, users ask for quotes and go through a three- to five-week process. Through complicated software, we've broken that process down to about 90 minutes. A lot of data passes through the software, and it takes care of the entire process. Another company started work on the project, but it became too large and too varied. Cost became a factor, so we decided to move offshore.

 **Roger Howell**
CEO, Howell Benefit Services, Inc.

 **Financial Services**

 **11-50 Employees**

 **Wilkes-Barre,
Pennsylvania**

CLIENT RATING

5.0

Overall Score

Quality: 4.5

Schedule: 4.5

Cost: 4.5

Would Refer: 4.5





The Approach

What was the scope of their involvement?

They do our programming, testing, and DevOps, and our relationship continues to grow. We have two active sites with different carriers in all 50 states. We're constantly working with them on updates, and some of the statements of work are very large. We go in and change rates or support new state regulations. They do site maintenance for us, and we work with them very closely on all those changes. Not only have they improved what we had originally, they've also built a lot of new technology and a couple of platforms for us.

What is the team composition?

They have an office in Massachusetts, and we've worked with a few people from there. They also sent team members from Bangalore to work with us. We work with about 12 people who contribute ideas to the platform, led by a project manager in India and some contacts stateside.

How did you come to work with Trigent Software?

We found them through a web search. We knew what we wanted, and we vetted several companies through phone interviews. We had a good feeling about them, and we met with their U.S. team in person. They had a complete, detail-oriented proposal, and we decided to hire them.

How much have you invested with them?

I'd guess we've spent around \$350,000.

What is the status of this engagement?

We've worked with them for a little over a year, beginning in July 2018. The collaboration is ongoing.





The Outcome

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

The speed of their programming is impressive. We can send them a lot of tickets, and they finish everything quickly. We're able to work much faster with them than with any previous provider. They are very accurate, and they ask a lot of questions. They won't proceed with a project until they completely understand what we hope to accomplish. There are a lot of algorithms involved, but take time to comprehend our needs. Cost savings is considerable, and they work with us on major projects in the industry.

How did Trigent Software perform from a project management standpoint?

Our president has a daily meeting with them. We never face any issues with time difference. We ask a lot of them, and they really go out of their way to satisfy us.

What did you find most impressive about them?

Integrity is very important to me. If Trigent say they'll do something, they do it. If something is beyond their understanding, they work hard to ask questions until they can complete the work. They have good programmers, and their deliverables are excellent.

Are there any areas they could improve?

The concept of credit is different in India, and we did have to spend time with them explaining our usage and allowance of credit with our clients. That's just a cultural thing we needed to explain, and they picked it up very quickly.





Do you have any advice for potential customers?

Reach out to their leadership team and meet with them face to face. They spent two days with us, and we got to know them. They're much more multi-faceted than they appear, and they allocate people quickly to our projects, no matter how diverse.

