

Custom Chatbot Development for Statewide Cancer Organization

PROJECT DETAILS

 Custom Software Development

 Mar. 2021 - Jun. 2022

 Less than \$10,000

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PROJECT SUMMARY

Blackburn Labs configured and programmed a chatbot that will be integrated into a cancer organization's website – the goal is for users to easily access oral health information. They provided site layout advice.

PROJECT FEEDBACK

The client's project will have a beta launch in June 2022, and the chatbox demo has helped bring in more funding for the organization. Blackburn Labs was focused on delivering solutions and worked within the client's workflows. The project cost was below estimate, and the project was managed well.



The Client

Introduce your business and what you do there.


I am on the board of directors of the Partnership to Reduce Cancer in Rhode Island. We're a statewide advocacy organization that helps cancer patients by providing a list of resources on our website and how to connect with them.


The Challenge

What challenge were you trying to address with Blackburn Labs?

We needed a software company to develop a dental oncology knowledge center. We didn't have much money to invest, but we hoped to get the project off the ground to attract more funding.

 **Joseph Dziobek**
Former Executive Director, PCRI

 **Nonprofit**

 **1-10 Employees**

 **Providence, Rhode Island**

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?

Blackburn Labs set up, configured, and programmed a chat box that will be integrated into our website. The goal was for site users to use it to find the proper resources for their questions. Blackburn Labs has just completed the initial process. They also provided suggestions on how to organize the resources on our site.

What is the team composition?

We worked with four teammates from Blackburn Labs, including Robert (CEO), Julie (Chief Data Scientist), a developer, and a student.

How much have you invested with them?

Our contract initially set the cost at \$24,000, but we've only incurred \$8,000 in charges with Blackburn Labs.

What is the status of this engagement?

Our engagement with Blackburn Labs began in March 2021 and is estimated to end in June 2022.



The Outcome

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

The beta testing phase should begin in June 2022, and through Blackburn Labs' efforts, we've attracted an additional \$15,000 in private foundation funding. We're well on the way to getting this project out to the public.

Many other companies in our field have complicated websites to navigate, but ours is really easy to use, and the oral health information is easily accessible. Robert and Julie have really helped guide us through our organization's expansion and mentored our staff – they've also provided us with a short demo video outlining the chat box's capabilities.

How did Blackburn Labs perform from a project management standpoint?

Blackburn Labs began the project before we even signed their first paycheck. Typically, we use Zoom calls and emails to communicate – we have regular calls to regroup and discuss the project. They've kept us well informed throughout the project.

What did you find most impressive about them?

We love the flexibility of Blackburn Labs' knowledge base. They've done other health care projects across the country, so they understood our objective right away when we contacted them. Money has never been the focus of our partnership; Blackburn Labs is interested in executing our project for its merit. Their team focuses on delivering solutions, not ensuring clients fit into their work framework.

Are there any areas they could improve?

I can't think of anything for Blackburn Labs to improve.



Do you have any advice for potential customers?

I'd advise customers to do preliminary research into their subject matter, so when they have their first conversation with Blackburn Labs, the main focus can be on defining the scope of work. The more customers can articulate their needs, the better the solutions Blackburn Labs can create.

