

# Web App Dev for Telemedicine Platform Startup

## PROJECT DETAILS

 Custom Software Development

 Apr. 2020 - Ongoing

 \$50,000 to \$199,999

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*"Blackburn Labs takes pride in the work they're doing."*

## PROJECT SUMMARY

After collaborating with the internal team on design, Blackburn Labs developed an MVP cloud hardware platform for B2B services. They also implemented servers and managed the timing of the project.

## PROJECT FEEDBACK

Blackburn Labs has gone above and beyond throughout the engagement both in their development and project management. They have been accommodating to the business' methods, maintaining transparency and flexibility, and their commitment to delivering according to internal needs is noteworthy.



## The Client





Introduce your business and what you do there.

We're an early-stage telemedicine platform company. I'm the co-founder of the company, and I worked in R&D.

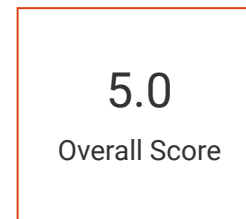
## The Challenge

What challenge were you trying to address with Blackburn Labs?

We brought on Blackburn Labs to build our app.

-  CEO, Software Startup
-  IT Services
-  1-10 Employees
-  Orlando, Florida

### CLIENT RATING



Quality: 5.0



Schedule: 5.0



Cost: 5.0



Would Refer: 5.0



## The Approach

### What was the scope of their involvement?

We came to Blackburn Labs with a very specific plan of what we wanted. They then did the full coding and development for the app itself. We collaborated with them on the design and layout of it, but they essentially did the actual coding, set up the servers, and structured the timing for all of the phases.

It's a cloud hardware platform for B2B companies. We had a three-phase approach for the project, which included concept development, the initial product, and then the refinement phase. We're actually still working with them. We got our MVP, but we're still doing further refinement and development of it.

### What is the team composition?

We've worked with five teammates throughout the project.

### How did you come to work with Blackburn Labs?

I found them to Clutch and reached out to them based on some of the feedback I saw. We also talked to about four other developers across the country, but we felt that Blackburn Labs understood what we were trying to do and respected that we were coming in with a solid understanding of our market.

The other companies wanted to propose long, investigative market research, which isn't what we were looking for. It's not that Blackburn Labs wouldn't do that if we asked them to, it's just that we had a clear idea of what we wanted so we didn't need it.

### How much have you invested with them?

We've spent around \$100,000 so far.



## What is the status of this engagement?

We've been working with them since April 2020.

## The Outcome

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

Blackburn Labs takes pride in the work they're doing. We can tell that extra effort goes into the way that they've designed the product and the process with which they move it forward.

### How did Blackburn Labs perform from a project management standpoint?

Blackburn Labs holds regular meetings, and they invite us to join if we have time to hear where the development is at. They also use Trello, which allows us to follow along and helps prioritize certain aspects of the development. It's been an interactive process.

The team has been very transparent and accommodating to the way we develop it as well. They were open to doing a fixed fee or time and materials, and we ended up doing a hybrid of that.

### What did you find most impressive about them?

They understood and were accommodating to what we were trying to accomplish, which is why we chose them. Blackburn Labs respected the experience that we had in our specific space, which was important.

### Are there any areas they could improve?

No, they've been great. We'll probably continue working with them throughout this project.





Do you have any advice for potential customers?

Communicate often with them.

