

Web Development for Applied Behavioral Analysis Company

PROJECT DETAILS

 Web Development

 Feb. 2020 - Ongoing

 \$10,000 to \$49,999

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“Since seeing their work, it turned out to be a way better deal than I thought.”

PROJECT SUMMARY

Blackburn Labs developed a custom software solution for a behavioral analysis company. The solution automates data and makes it easily accessible. Additionally, the platform is iOS and G Suite compatible.

PROJECT FEEDBACK

Blackburn Labs delivered a top tier solution for a bargain. The team was budget-conscious but didn't sacrifice the quality of their work. They were agile and adjusted to changes as needed. On top of that, they went above and beyond to understand industry nuances.



The Client


Introduce your business and what you do there.


I'm the CEO of Proven Behavior Solutions. We're an outpatient health care practice that provides behavioral and speech therapy for individuals with autism, mostly children.


The Challenge


What challenge were you trying to address with Blackburn Labs?

Our industry is a unique hybrid between healthcare and education. I've found that off-the-shelf software solutions don't work for our needs. We had finally reached a point where we were too big to manage everything efficiently on Excel. I wanted a custom software solution that would be more user-friendly, so I reached out to Blackburn Labs.

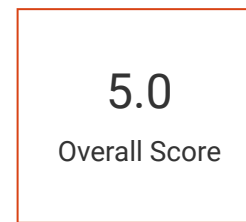
 **Scott Snider**
CEO, Proven Behavior Solutions

 **Healthcare**

 **11-50 Employees**

 **Norwell, Massachusetts**

CLIENT RATING



Quality: 5.0

Schedule: 4.5

Cost: 5.0

Would Refer: 5.0



The Approach

What was the scope of their involvement?

We already had a utilization management system for all of our services. They were able to take everything we built in Excel and built an app that would automate everything that we were already doing.

They were able to enhance it so that the data would be kept and would be easily accessible from a records management standpoint for perpetuity. They recommended what has worked well in the past to make it even better than we had asked for in the initial scope.

The end product was within the scope and included the functionality that we needed, but they were able to make it more user-friendly and dynamic. They delivered a solution that is compatible with iOS and G Suite.

What is the team composition?

Rob was our main point of contact and there were a few other team members on our project.

How did you come to work with Blackburn Labs?

I contacted a few different agencies in the area and asked for estimates. I found that Blackburn Labs worked with a local hospital, which was a huge indicator that they understood healthcare and the challenges we faced. So they were clearly a better fit than some of the larger software companies in the city.

I was also very budget-conscious, and they came in on the low end of the bids we got back.

How much have you invested with them?

Our contract is \$16,000.



What is the status of this engagement?

We started working with them in February 2020 and it's ongoing.

The Outcome

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

We've already launched the first version of the app, and we're moving forward to the second version. Even though their quote was lower in price than the other companies I spoke to, Blackburn Labs still delivered high-quality work. Since seeing their work, it turned out to be a way better deal than I thought.

They go above and beyond to understand the nuances behind our needs and have been able to bring that into the system. Despite the random tweaks we've requested, they've been able to meet our needs.

How did Blackburn Labs perform from a project management standpoint?

It was very agile and we used Trello to manage all the workflow. So I could see what the other team members were doing. There is a rep on the team who has a background in big data, so we were able to see the analytic side.

From a customer service standpoint, we have a lot of personal contact with the team and the team lead.

What did you find most impressive about them?

They deserve to be highlighted for having expertise in the healthcare space., I was really impressed with their attempt to understand what we needed, even in unfamiliar areas. They never rushed over things or generalized, they continued to hone their expertise in the healthcare industry.



Are there any areas they could improve?

Not at this point.

Do you have any advice for potential customers?

Just like with any project, make sure expectations are clear upfront. Additionally, the more complex the project is, and the more people involved, the more critical it is to understand how communication flows.

