

WordPress Web Development for LED Fixtures Company

PROJECT DETAILS

 Web Development

 Aug. 2014 - Ongoing

 \$50,000 to \$199,999

“*WPExperts is willing to do things they've never done before.*”

PROJECT SUMMARY

The team performs WordPress web development efforts for a LED fixtures company. WPExperts' work involves troubleshooting, custom plugin development, updating the site, and creating custom themes.

PROJECT FEEDBACK

A talented team, WPExperts has always delivered consistently remarkable outputs. Their flexibility best demonstrates their strong development skills as they've completed diverse tasks. The team's diligence and open communication loop secure the ongoing partnership.



The Client

Introduce your business and what you do there.

I'm the founder and lead developer of ChilLED Tech LLC. We design and manufacture high-efficiency lighting solutions here in the state of Washington.

The Challenge

What challenge were you trying to address with WPExperts?

They have been my go-to company for all web development work, for both my previous and current company.



Vitaly Druchinin
Founder, ChilLED Tech LLC



Manufacturing



1-10 Employees



Washington, District of Columbia

CLIENT RATING

5.0

Overall Score

Quality: 5.0

Schedule: 5.0

Cost: 4.5

Would Refer: 5.0



The Approach

What was the scope of their involvement?

We use WP Engine as our private server and web testing solution, exclusively used for WordPress sites. The team does custom themes, custom plugin development, troubleshooting, updating, and more.

I use them exclusively for all my web development projects. The WPExperts team uses the Genesis theme framework platform for WordPress to make child themes and it works better than traditional WordPress Themes. Typically, I arrange their tasks into smaller pieces just to make them easier to manage.

We have five projects in progress and a few projects already closed days ago. Our web development projects never stop because there are always updates as things evolve.

What is the team composition?

I usually communicate with Saad (Co-Founder) and Ahmed (Founder). Most of the time, the work is distributed to their employees.

How did you come to work with WPExperts?

Someone introduced us to Codeable, a freelancing type of platform exclusively for WordPress developers. When we were first getting started, we assigned different projects to a bunch of providers on the platform. However, over time, we realized that WPExperts seem to be a better choice. There was just less hassle with them and they weren't picky. They were also not counting every little thing and trying to add everything to our bill.

How much have you invested with them?

We've spent \$107,000. For each project, the average cost is \$1,400.



What is the status of this engagement?

We started collaborating in August 2014, and it's ongoing.

The Outcome

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

They always get their job done, according to the specifications and goals we've set out. They've completed every single task without fail, no matter what I throw at them. I have thrown some oddballs at them over the years, but they always overcome it. They even meet all our deadlines and even come above them.

They have done everything well despite developing for a wide array of different things. Moreover, WPExperts is willing to do things they've never done before. They are capable of researching, figuring out, and accomplishing things without any issues – especially some groundbreaking stuff that no one else has had out there. I'm totally happy with them, and I've always given them a perfect rating. I will continue to work with them as long as they continue to provide the current level of service that they offer.

How did WPExperts perform from a project management standpoint?

I communicate with WPExperts through email, Skype, phone, and more. They have excellent communication and they're more than willing to adjust. Sometimes, I'm the one who holds them up with my lack of communication.

What did you find most impressive about them?

Their communication skills, expertise, and their ability to handle any tasks well have been impressive. They are problem-solvers and get solutions quickly. WPExperts really focuses on customer service and getting their job done.



Are there any areas they could improve?

Sometimes, because they are foreigners, the only thing I will nitpick at – and it's a minor thing – are misspellings of things such as menu buttons or descriptions of a plugin. However, it's just quick little correction requests which are understandable because they're based in another country – it's not even worth mentioning.

Do you have any advice for potential customers?

Describe the project and deliverables well and with as much detail as possible. Perhaps, you can also provide visual aids such as screen captures of your notes – it will probably help. That way, you can ensure that everybody's on the same page in the very beginning.

