

Backend Development for Voice Services Company

PROJECT DETAILS

 Development

 Dec 2018 - Ongoing

 \$50,000 to \$199,999

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"They'll loop into your team daily and work extra hours for your project."

PROJECT SUMMARY

Nickelfox provides ongoing backend development, working in the Google Cloud stack. They also do frontend engineering.

PROJECT FEEDBACK

Internal stakeholders are pleased with Nickelfox's reliable work and cost-effectiveness. Unlike other providers, they offer both development and design services at a price point that's manageable for startups. Customers can expect an engaged partner that integrates deeply with internal practices.



The Client


Introduce your business and what you do there.


I'm the COO of Helios Life Enterprises. We focus on providing voice data for alpha generation across asset managers, fund managers, and corporate.

The Challenge

What challenge were you trying to address with Nickelfox?

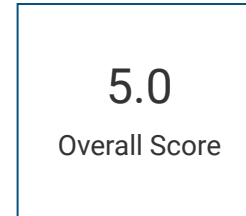
We hired them primarily for backend engineering.

 **Sean Austin**
COO, Helios Life Enterprises

 **Business services**

 **New York City, New York**

CLIENT RATING



Quality: 5.0

Schedule: 5.0

Cost: 5.0

Would Refer: 5.0



The Approach

What was the scope of their involvement?

Their work is utilizing existing Google Cloud managed services, with our team acting as a more architectural lead. It's very beneficial to leverage them in that space, but they also do custom React work on the frontend. 75% of the time, they work in Google to make sure our infrastructure can support the big data pipeline.

How did you come to work with Nickelfox?

I'd known the firm previously.

How much have you invested with them?

We've spent between \$160,000–\$180,000 with them.

What is the status of this engagement?

We've been working together for about a year, since December 2018.

The Outcome

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

It's a combination of automated metrics that speak to reliability. There is also data to show they support our sales pipeline. Most of it is non-quantitative, but I have confidence in what we're building. They've also helped with getting some of our data in, and our in-house team audits that work.

How did Nickelfox perform from a project management standpoint?

I don't rely on them solely for it, but they do fine with what we need them to do.





What did you find most impressive about them?

It's their combination of agility and cost-effectiveness. I find it unusual from places I've worked with that they can support technical products and also roll in design pretty well. Normally, there isn't a blend of those things unless you pay an expensive premium, which is usually tough for a newer company.

Are there any areas they could improve?

They're not the most technically proficient, but I knew that going in.

Do you have any advice for potential customers?

They should in someone who's extremely proficient in at least some of these stacks. Even if they're not based on India, it would be a game-changer for their company. They have some senior and junior resources, but adding someone beyond senior that has a hardcore understanding of the technology would be great.

Distill out and understand the concepts of what agile development means. Make sure there's a willingness to treat them as an extension of your team rather than a "throw it over the wall" team. They'll loop into your team daily and work extra hours for your project. They come in and do the things we assign so we make sure we're overly communicative. Employing a tool like Slack helps clarify communication expectations.

