Web Revamp for Electric Motor Company

PROJECT DETAILS

🏷 **Web Development**

📅 **Jun. - Aug. 2021**

💵 **$10,000 to $49,999**

> "*They were transparent with every process of repair that they were implementing.*"

PROJECT SUMMARY

WebCitz, LLC was engaged by an electronic motor company to transform their outdated website. They repaired features such as the shopping cart and the contact form. Six people worked on the project.

PROJECT FEEDBACK

Thanks to WebCitz, LLC's exceptional development skills, the client's website sales dramatically increased. The team was able to successfully refresh the website. On top of that, they were always open to explaining the project's challenges. Above all, they were professional, responsive, and caring.

WebCitz, LLC

The Client

Introduce your business and what you do there.

I'm the owner of SRVC Electric Motors, an electrical apparatus website. We deal primarily with electric motors, gear reducers, pumps, and things of similar nature.
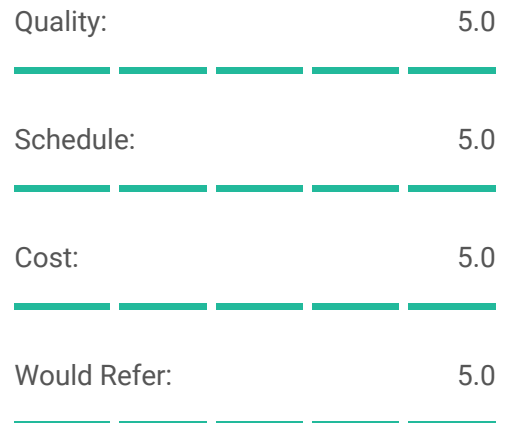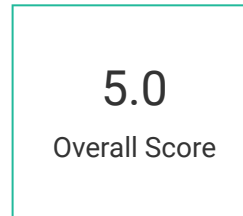
The Challenge

What challenge were you trying to address with WebCitz, LLC?

After our website designer retired, our platform was in a state of disarray. We lost a few of the key features on the website and the functionalities that we had were deteriorating by the day. As a result, we reached out to WebCitz, LLC to help us.

Roy Hall
Owner, SRVC Electric Motors

11-50 Employees

Burton, Michigan

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?

The WebCitz, LLC team helped us fix our existing website, including enabling our shopping cart to work properly. They had a lot of staff that had unique talents in different areas of web development, and all of them supported our project because we needed to change many things. We also required the assistance of their IT department. They completed everything that needed to be done, but they continue to be available to help us if we're faced with technical issues.

What is the team composition?

Around six people worked on our project.

How did you come to work with WebCitz, LLC?

We spoke with a couple of local website developers regarding some of the site's issues, and we also reached out to a couple of companies online. One day, we were on the west side of Michigan and we happened to see a van that had WebCitz, LLC's logo on it. After that, we searched them on Google, and when we spoke to them, they gave us a sense of comfort that they knew exactly what needed to be repaired on our platform.

How much have you invested with them?

We spent $2,800.

What is the status of this engagement?

We worked together from June–August 2021.

The Outcome

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

It would've been more substantial if we rebuilt the website, but we were amazed that the team was able to salvage our platform and utilize it. On top of that, our sales increased because the shopping cart and contact form became functional. Overall, their team effort was impressive, and they didn't make us feel overwhelmed with technical issues.

How did WebCitz, LLC perform from a project management standpoint?

WebCitz, LLC was professional, and we were in constant communication with each other. They were transparent with every process of repair that they were implementing. They had strong coordination skills, and they were always prompt with their responses. We communicated 90% of the time through email and 10% through phone calls. Above all, their price quote was incomparable with prices we received from other vendors.

What did you find most impressive about them?

They were very keen on explaining what our problems were, and they ensured that we understood what they were going to do to implement to fix things. They were genuinely caring and courteous, and in this day and age, it was unbelievable to work with a team like them.

Are there any areas they could improve?

No. My experience couldn't have been better. There was absolutely nothing to improve.

Do you have any advice for potential customers?

If you don't know how to fix your website, reach out to WebCitz, LLC.