

E-commerce Website for Cosmetic Products

Project Details

-  webnexs
-  \$0 to \$10000
-  4 weeks
-  Aug 09, 2016

Client Details

-  Owner, eCommerce Business
-  Trendzstore
-  10 - 49
-  Dubai, U.A.E

Rating

- Quality 
- Reliability 
- Ability 
- Overall 

Project Summary

The client is the owner of an online store that sells cosmetics through their e-commerce portal. They assemble cosmetic products of different brands all across the world and display it on their e-commerce store.

The client appreciates Webnexs on their technical skills and design skills. However, the client suggests them to improve a bit on their timelines. They also recommend Webnexs to partner with because of their willingness to make the project according to one's requirements and not limiting themselves.

"They have a solution to everything. Whatever requirements you have, they will make sure that they are implemented and will not limit themselves from implementing new things." - Owner, Trendzstore.

Feedback Summary

INTERVIEWEE DETAILS

- **Designation** - Owner
- **Nature of Business** - e-Commerce website

PROJECT INSIGHTS

Objective & Scope

1. What was the objective of the project you did with Webnexs?

The objective of the project with Webnexs was to develop and build the e-commerce website for Trendzstore, a cosmetic selling portal for all brands.

2. What is the scope of the project? What all did Webnexs do for you?

They built and developed the complete website. They managed the complete front end, back end, design, and testing of the e-commerce website.

Duration

3. What was the estimated timeframe committed for the completion of the project?

It started by the end of May 2016 and was estimated to complete within a month's period of time.

4. How much time did it actually take for completing the task?

The development of the e-commerce website was finished within the estimated time frame of 1 month. However, since they did not evaluate our project requirements correctly, there are certain enhancements yet to be made.

5. In which phase is the project right now?

The project of developing the e-commerce website finished on time. Currently, the enhancements and some other features are being added to the website so that the website can be made live.

Budget

6. Please provide an approximate figure (in \$) for the work done?

They charged around nine hundred.

7. Did they exceed the committed price point and why?

According to them, some of my requirements that I had mentioned in the initial communication were not a part of the scope of the project. Since we asked for the enhancements, which actually were the basic requirements for us, they have charged some extra amount.

VENDOR INSIGHTS

8. How did you come to know about Webnexs?

I know somebody who is working with Webnexs and I had contacted him initially to work on the project and that is how I got in touch with the team at Webnexs.

9. Why did you choose to partner with them?

They were working on some other projects as well in Saudi Arabia. I went through their work and found it very good and that is why chose to partner with them.

OUTCOME

10. Did Webnexs evaluate your project scope and requirements correctly?

They were able to evaluate them somewhat correctly. The adjustments and enhancements that we have requested were part of the initial requirements of the project.

11. Did the company deliver as per your expectations?

I would say not 100%. I was planning to go live in the month of June 2016 but it is already August 2016 and there are still improvements to be made.

12. Are you satisfied with the sales and customer support service?

The customer support services were good. They were helpful when any sort of issues popped up on the website.

OPINION

13. Is there anything that makes them stand out compared to other companies (core Strengths)?

They have a solution to everything. Whatever requirements you have, they will make sure that they are implemented and will not limit themselves from implementing new things.

14. According to you, is there any area that you think they can improve upon?

They should improve on their timelines and delivering the project on time.

15. Did they offer any proactive consultative approach? (Technical advice, design changes etc.)

They were proactive in providing us with different options for designs and other technical advices. They were also supportive in implementing changes.

RATING

16. On a scale of 1 - 5, how would you rate Webnexs on the following parameters: (Where 5 - extremely satisfied and 1 - not at all satisfied)

A. Quality of work.

Three.

B. Reliability (demonstrating professionalism, responsiveness in communication, cost-effectiveness, meeting deadlines etc.)

Four.

C. Ability for Development

Four.

D. Ability for Design

Four.

E. Project Schedule

Three.

F. Project Consulting (Upfront suggestions)

Three.

G. Overall Score

Four.

H. How likely are you to recommend Webnexs to a colleague, out of five again.

Five.