

# Custom Software Development for HR Solutions Company

## PROJECT DETAILS

📁 API Development, Custom Software Development, Mobile App Development, Web Development

📅 Jul. 2019 - Ongoing

🔒 Confidential

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## PROJECT SUMMARY

An HR solutions company has hired 10Pines for custom software development. They've enhanced the client's platform with feature development, infrastructure optimization, and codebase improvement.

## PROJECT FEEDBACK

10Pines work has increased user engagement and satisfaction, productivity and efficiency gains, and customer retention. 10Pines' team is timely, efficient, and responsive to the client's needs and requests. The client also praises the team's commitment to high-quality and agile work.

## The Client

Please describe your company and position.

I am the Staff Business Operations Manager of Lattice HQ

Describe what your company does in a single sentence.

Lattice HQ is HR software that helps companies streamline performance management, goal setting, and employee feedback processes to improve employee engagement and development.

## The Challenge

What specific goals or objectives did you hire 10Pines to accomplish?

- To expedite the development and implementation of specific software features and enhancements, ensuring timely product updates and improvements to meet customer demands.
- To help Lattice scale our infrastructure and optimize existing systems, especially during periods of rapid growth, to maintain system performance.



**Alyxandra Rippee**

Staff Business Operations  
Manager, Lattice HQ



**Software**



**San Francisco, California**

### CLIENT RATING

**5.0**

Overall Score

Quality: 5.0

Schedule: 5.0

Cost: 3.5

Would Refer: 4.5

## The Approach

How did you find 10Pines?

- Referral

Why did you select 10Pines over others?

- High ratings
- Great culture fit
- Good value for cost
- Company values aligned

How many teammates from 10Pines were assigned to this project?

15

Describe the scope of work in detail. Please include a summary of key deliverables.

Scope:

- Have the 10Pines engineers work with Lattice to enhance the performance management module of their HR software platform.

Key Deliverables:

- Feature Development: Develop and integrate new performance management features.
- Infrastructure Optimization: Enhance system scalability and reliability.
- Code Quality and Documentation: Improve codebase and provide documentation.
- Collaboration: Work closely with the in-house team and facilitate knowledge transfer.
- Timeline: As per the project timeline with defined milestones.
- Summary of Key Deliverables: Enhanced performance management features, optimized infrastructure, improved code quality, reliable system, performance metrics, and effective collaboration.

## The Outcome

What were the measurable outcomes from the project that demonstrate progress or success?

1. User Engagement and Satisfaction Increase: Measured an uptick in user engagement and satisfaction through a quantifiable increase in user feedback scores, surveys, or Net Promoter Score (NPS) ratings following the project implementation.
2. Productivity and Efficiency Gains: The project's impact on productivity was evaluated, and we assessed the average time saved by HR teams and managers in performance management tasks, such as goal setting and feedback delivery.
3. Customer Retention and Growth: We monitored the effect of improved performance management on customer retention by tracking the churn rate and expansion revenue from existing customers, demonstrating increased value and loyalty due to enhanced software capabilities.

Describe their project management. Did they deliver items on time? How did they respond to your needs?

Our collaboration with 10Pines engineers has been marked by exemplary project management. They consistently delivered project items on time, demonstrating a strong commitment to timeliness and efficiency. Their responsiveness to our needs has been outstanding, with a deep understanding of our project requirements and the ability to swiftly address any issues or changes.

This level of adaptability and responsiveness has significantly contributed to the success of our initiatives. We are highly satisfied with their project management, and we eagerly anticipate continued collaboration with them in the future.

What was your primary form of communication with 10Pines?

- In-Person Meeting
- Virtual Meeting
- Email or Messaging App



## What did you find most impressive or unique about this company?

What we found most impressive and unique about this company is their unwavering commitment to delivering high-quality work while consistently meeting tight deadlines. Their ability to balance excellence in project execution with a strong focus on timeliness is truly remarkable.

Additionally, their responsiveness and agility in addressing our evolving needs and challenges set them apart, making them an invaluable partner in our projects. Their dedication to quality and adaptability has made our collaboration exceptionally productive and successful.

## Are there any areas for improvement or something 10Pines could have done differently?

We actively communicate areas of improvement to our partner Igal but it is never anything of concern. Mostly how to improve communication and collaboration amongst 10Pines and our team.

