



Backend Dev for Rewards System

PROJECT DETAILS

 Mobile App Development

 Feb. 2016 - Jun. 2017

 \$50,000 to \$199,999

 *"They are very flexible."*

PROJECT SUMMARY

10Pines provided backend support for a rewards system. Their team built a program that communicates with mobile and web apps.

PROJECT FEEDBACK

10Pines successfully used an Agile framework to build the system. Their team was very effective and contributed to the business perspective. They were very flexible and professional.

The Client

Please describe your company and your position there.

We manage Starbucks and Burger King franchises in Argentina. My role is IT Manager.

The Challenge

For what projects/services did your company hire 10Pines?

We work with 10pines for more than 10 years uninterrupted in projects from Sales Reports , Labor schedule system, Inventory/Recipes/prediction system for internal buying of sku's, digital invoice workflows, suppliers invoice submitting, Starbucks Rewards Argentina.

What were your goals for this project?

The goal was implement Starbucks Rewards program in Argentina.



Roberto Hirsch
IT Manager, Alsea Argentina



Food & Beverages



Buenos Aires, Argentina

CLIENT RATING

5.0

Overall Score

Quality: 5.0

Schedule: 5.0

Cost: 5.0

Would Refer: 5.0

The Approach

How did you select this vendor?

We have experience from previous developments.

Describe the project and the services they provided in detail.

They designed and developed the backend system for Starbucks Rewards Program. This backoffice communicates with Mobile and Web apps, with antifraud systems, credit card processing system, digital wallets, First Data's Valuelink and Oracle-Micros Res Point of Sale System, Mail platforms. They developed all integrations and backoffice functionality to support the program.

What was the team composition?

The team was about 7 people from developers to architects. They use Agile method of work adjusting the development to our needs (that had a lot of changes).

The Outcome

Can you share any information that demonstrates the impact that this project has had on your business?

The original idea was a system to support 20000 members the first 8 months but we had 20000 members the first month and near 100000 the first year. The system supported the overload without a glitch and the Program is vital to our sales. It was a business case for other countries with a fraction of the cost in compare with others solutions.

How was project management arranged and how effective was it?

They use Agiles methods so we met every 2 weeks in a demo of new functionality and to define new steps. They track the development with Jira, GitHub, Grafana, etc. A 2 week meeting





was fundamental to us because we had a lot of project definitions changes.

What did you find most impressive about this company?

The way they contribute to the project from the business perspective. At the end they know more than us about how the things works in our company. They are very flexible. Also they made field tests in our stores not only to know if the system works but for analyze others interactions that they can affect the development.

Are there any areas for improvement?

Not really. They are very professionals and incredible felixible to the client needs. They are partners.

