Mobile App & E-Commerce Dev for Food Delivery Platform

PROJECT DETAILS

🏷 **Mobile App Development**

🕒 **May. 2020 - Ongoing**

💲 **$50,000 to $199,999**

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> *"Merlino uses the latest technologies in the market, and they're able to deliver whatever their customer needs."*

PROJECT SUMMARY

Merlino Software Agency has provided web and app development services for a food delivery company. They've built the e-commerce website and the iOS and Android apps, also working on UX/UI for both versions.

PROJECT FEEDBACK

Users are satisfied, and the client has gained 1,000 subscribers since the app launch. Moreover, Merlino Software Agency's impact continues to yield positive results and grow. They've stood out for their beautiful work and professional service. Customers can expect a prompt and supportive partner.

The Client

Introduce your business and what you do there.

I'm the CEO of OneFood, a food delivery company.

The Challenge

What challenge were you trying to address with Merlino Software Agency?

We were using Shopify to host our services, but we got to a point where we needed a tailor-made solution. We needed some IT experts.
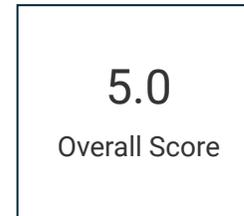
Stefano Capone
CEO, OneFood

Food & Beverages

11-50 Employees

Italy

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?

Merlino developed our iOS and Android app, as well as our e-commerce site. We did a proof of concept together at the beginning of the project, which was terrific to have. They also built the admin platform to manage all the orders, customers, payments, and invoices. Additionally, they did the UI/UX for mobile and website, and they continually help us improve our platforms.

What is the team composition?

We're in contact with the project manager.

How did you come to work with Merlino Software Agency?

We found them online. Their website was super cool, so we contacted them and told them we needed a website like theirs. They spoke Italian, which was good for me because my English isn't that good.

Merlino made a proposal where everything was super clear and straightforward. The thing that convinced us to go with them was that they thoroughly described what they'd make every hour and were super clear about the prices.

How much have you invested with them?

We've spent €100,000 (approximately $112,000 USD).

What is the status of this engagement?

We started working together in May 2020, and our relationship is ongoing.

The Outcome

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

Since the mobile app launch, we've had more than 1,000 subscribers, and it continues to grow. It's a great product, and the users are satisfied. We've had bugs, but they've been quick to resolve that.

Also, they're great at design — the website and apps are beautiful. They've done an excellent job, and they've been highly professional. Our website is super fast because they use the latest technologies available in the market.

How did Merlino Software Agency perform from a project management standpoint?

Communication is excellent. They stick to the schedule and send us reports every day. Moreover, they're very supportive. If we want something, we just write to the person in charge of the project, and she answers every day — even on the weekends.

What did you find most impressive about them?

Merlino uses the latest technologies in the market, and they're able to deliver whatever their customer needs. They're flexible, and the team is young, so they're brilliant.

Moreover, my major problem with IT companies has always been the price and that they weren't clear with me. However, this hasn't been the case with Merlino. They always deliver on time.

Do you have any advice for potential customers?

Work with them; you won't lose money and you'll save time.