

Web & Mobile App Development for Secret Hotel

PROJECT DETAILS

 Development

 Jan 2018 - Apr 2019

 \$50,000 to \$199,999

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"They are always willing to face new challenges and dedicated to producing solid results."

PROJECT SUMMARY

Nickelfox developed a website and a mobile app for a secret boutique hotel. The team also built a platform that manages room inventory, bookings, restaurant reservations, check-ins, and restaurant POS.

PROJECT FEEDBACK

The new system is more efficient for the internal team and has received positive feedback from customers. Nickelfox consistently communicates with the client and provides quality suggestions. The team is hard-working, knowledgeable, and dedicated.



The Client

Please describe your company and your position there.

Founder of a secret hotel in upstate NY


The Challenge


For what projects/services did your company hire Nickelfox?


I needed someone who can develop complex web platforms, mobile apps and has a good understanding of user experience.

What were your goals for this project?

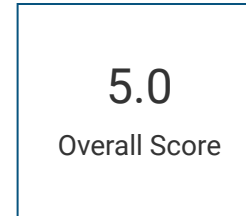
The experience at my hotel is totally unique and so is the booking. I am trying to build a platform which can manage our room inventory, customer bookings, restaurant reservations, customer check ins and restaurant POS.

 **Rameet Chawla**
Founder, The Dutchess

 **Hospitality & leisure**

 **Staatsburg, New York**

CLIENT RATING



Quality: 5.0

Schedule: 5.0

Cost: 5.0

Would Refer: 5.0



The Approach

How did you select this vendor?

I have worked closely with the founder in the past on various projects.

Describe the project and the services they provided in detail.

This is a complete ecosystem of Web Backend, Admin Panels for Booking & Inventory Management, iPhone and iPad Apps for Customer Check-In & Restaurant POS, which interact with each other to fulfil our requirements.

We had the following key services done by Nickelfox with respect to our project :

What was the team composition?

For our project, We had a total team of 5 members which consisted of 1 Project Manager, 1 iOS Developer, 1 Backend and 2 Frontend developers.

The Outcome

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

We were able to bring all our manual processes to the platform so that our team could work with more ease and with better efficiency. Our customers are delighted with the unique experience as soon as they enter the hotel.





How was project management arranged and how effective was it?

We had 1 meeting every week with Nickelfox team, which helped us to move quickly through product development. The meetings and brainstorming sessions were quite effective.

They were always ready with the progress made and things to discuss to move forward. The team has given really good suggestions which contribute to the success of this platform. All other communication was done over email and the follow-ups were quick.

What did you find most impressive about this company?

They are always willing to face new challenges and dedicated to producing solid results. Their active communication makes it a lot easier to work with them. They were able to resolve some critical issues in real-time. The technical knowledge and execution of the team are commendable.

Are there any areas for improvement?

Give invoices in a timely manner

