Orases

Custom Software Migration for Immigration Lawyer Org

PROJECT DETAILS

🏷 **Custom Software Development**

📅 **Sep 2018 - Ongoing**

💲 **$1,000,000 - $9,999,999**

" *"Within one year, Orases has the same level of knowledge of our database that our previous vendor did after 16."*

PROJECT SUMMARY

When their previous vendor relationship ended, a lawyers association hired Orases to take over their database management. The team enhanced security and are working on rewriting old technology.

PROJECT FEEDBACK

The transition to the new database was absolutely seamless, which is a testament to Orases' preparedness, focus, and diligence. Internal stakeholders are extremely impressed with the team's technical capabilities and foresight, as well as their commitment to project success.

The Client

Introduce your business and what you do there.

I'm the senior associate director of technology at the American Immigration Lawyers Association (AILA).

The Challenge

What challenge were you trying to address with Orases?

We had a custom-built database, and we'd been using the same coding company for about 16 years. The database was very complex and the lifeblood of our association, but the company we partnered with went private and could no longer work with us.

We had to quickly find another company to take over that coding and get into the met of all of our 16 years of updates.

Matt Pedroso
Senior Associate Director of Technology, AILA

Legal

11-50 Employees

Washington, DC

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?

At the beginning, Orases was basically just taking over the SQL database running on .NET. We have a few public-facing websites, as well as our HMS with a lot of complicated business rules. They took that over and triaged it before moving on to the next steps, such as moving us over to AWS.

One of the key things we did was work on the database to make it more secure, setting up Amazon cognito for our member accounts. That process involved around 70 horus of meetings with all the different staff at the office finding out what worked and didn't work about our current systems. Orases took down all those requirements to build a new association management database with a new frontend for our members.

We also worked with them to scope out a multi-year project in which they would take all of these old technologies and rewrite them. They would build us a brand new database and new websites, all of which would take about three years.

What is the team composition?

We currently work with about five people from their team, including Nick (President).

How did you come to work with Orases?

We looked around at a lot of different places. We met with Orases and had them vetted by our previous vendor, and afterwards, we were confident they were the best partner for us. Nick in particular won over our executive committee with his excellent, innovative ideas.

How much have you invested with them?

We have a $3,000,000 budget for the project

What is the status of this engagement?

We started working together in September 2018, and the migration was completed by April 2019, but we're still working together.

The Outcome

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

We were very concerned about the hosting transition, but it went extremely smoothly. We were only down for about two hours, thanks to the planning and preparedness from the Orases team. Similarly, when we had our 16,000 members move to the new Amazon accounts, we only got about a dozen support emails because the process was so seamless.

The team is smart, and they ask the right questions. Within one year, Orases has the same level of knowledge of our database as our previous vendor did after 16. It's amazing how quickly they picked it up.

How did Orases perform from a project management standpoint?

We have a dedicated project manager who meets with us twice a week and is only a phone call or email away at all times. Orases also provided us with a secondary project manager, who handles anything that falls through the cracks. We use Basecamp and Redmine to track tickets.

We have dedicated coders and a dedicated UX specialist from their team as well, so it really feels to us like we're as important to them as a really large company would be.

What did you find most impressive about Orases?

Their coding team and UX developers are better than anyone else we interviewed. Their breadth of knowledge is amazing. With their leadership, they're always looking at the horizon and they know what the best practices are. They have a kind of experience we'd never seen in other organizations before.

Are there any areas they could improve?

I think they could give a little more feedback when things are heading towards the top end of the budget. They've gotten better about it, but maybe if they could let us know when we're approaching 70% of the budget.

Do you have any advice for potential customers?

Know up front what you want your results to be — your requirements need to be in place from the start. Also, make sure you have buy in from your staff and executive committee or board.

The best thing you can do with Orases is have Nick come in and talk with your senior-level staff. Once they hear from him and about the organization he created, their work, their culture, and all of that, they'll definitely go with the team.