Orases

Platform Dev for Veterinary Consulting Solution

PROJECT DETAILS

🏷 **Custom Software Development**

📅 **Jan. 2019 - Ongoing**

💲 **$200,000 to $999,999**

" *"We never feel like we're just one of many to them. They treat us as if we're a top priority."*

PROJECT SUMMARY

Orases has developed a platform that connects veterinary professionals together. With the solution, vets can exchange consultations to improve care.

PROJECT FEEDBACK

The final platform performs faster and more efficiently than similar products thanks to Orases' strong QA process. The team is communicative, keeping the project within reason and coming up with cost-effective ways to achieve client goals. Most importantly, they take a client-centric approach.

Orases

The Client

Introduce your business and what you do there.

I'm the CEO of a veterinary tech startup.

The Challenge

What challenge were you trying to address with Orases?

Orases has developed our platform as a service (PaaS) solution for vets.

CEO
Vet Consulting Platform

Healthcare

1-10 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?

We're working on a PaaS solution that allows veterinary professionals to connect with general practice vets for consultations. Orases developed the entire platform based on our needs.

What is the team composition?

For the bulk of the project, we've worked with three people, but the total number of contacts is closer to 5–7.

How did you come to work with Orases?

We originally put out an RFP to see what developers would quote us, but we didn't feel like we would get the customer service that we were looking for. From there, we started searching for companies that were more local, including Orases.

Upon meeting with one of their executive members, we felt that they would offer the client attention that we were looking for. They gave us the sense that they would hear and meet our needs, so we went with them.

How much have you invested with them?

It's been about $400,000.

What is the status of this engagement?

We've worked with them since January 2019.

The Outcome

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

While there are already similar products to ours on the market, Orases has helped us develop a platform that's better, faster, and more efficient. We've thoroughly tested the product before going live, and they're great at resolving bugs in a timely manner. Since then, we haven't seen too many issues, which speaks to that QA process.

How did Orases perform from a project management standpoint?

It's been a great experience working with them. The team is responsive, communicative, and available when we need them. They always let us know well in advance if they're going to be out of the office and provide a clear point of contact.

Our project manager has really come up to speed to support the project. If we ask for a new feature, they ensure that we stay within reason, letting us know how much something will set us before suggesting more cost-effective solutions.

What did you find most impressive about Orases?

Even though I know they have multiple projects going on for other clients, we never feel like we're just one of many to them. They treat us as if we're a top priority.

Are there any areas they could improve?

Initially, there were a few misunderstandings around what we were looking for. That might have been because our project manager was slightly greener than expected, but that person learned very quickly. They're now one of our strongest advocates to make sure things stay on track and budget.

Do you have any advice for potential customers?

We didn't have the clearest vision about our product and kept changing our minds on a lot of things. That can be extremely frustrating for a developer, especially if they've already started working in one direction.

That's why it's important to know your own product as much as possible before approaching a development house. Orases can ask you questions to clarify your ideas, but you need to have that understanding.