Orases

Web App Dev for Nonprofit Organization

PROJECT DETAILS

🏷️ **Web Development**

📅 **Jun 2017 - Jan 2019**

> *"Their project management, design, and testing are cohesive and well governed."*

PROJECT SUMMARY

Orases built a new app to improve the grants management process for a nonprofit that provides financial help to patients. They managed testing, streamlined the application process, and expanded payment options.

PROJECT FEEDBACK

The new functionality decreases the time and resources dedicated to the grants process. Orases managed the project in a communicative way, and they responded to issues as they arose.

Orases

The Client

Introduce your business and what you do there.

I'm the CIO of a healthcare organization.

The Challenge

What challenge were you trying to address with Orases?

We wanted to develop a new system that improved the features and performance of our grants management system. The finished product financially supports patients across the United States.

Gregory Smith
CIO, American Kidney Fund

Nonprofit

51-200 Employees

Rockville, Mayland

CLIENT RATING

4.5

Overall Score

Quality	5.0
Schedule	4.5
Cost	4.5
Would Refer	5.0

The Approach

What was the scope of their involvement?

We did the requirements analysis and a detailed design process with them to decide which feature implementations would be most significant. We also went through best practices for load, penetration, and security testing. The original application was designed for renal professionals, but the new application has three tiers of users: renal professionals working on behalf of patients, patients themselves, and caregivers. We greatly enhanced the performance, features, and functionality, and gave applicants the opportunity to store profile information within the application. That eliminated the need to enter that information repeatedly on future grants and makes the application process much more streamlined. We also dramatically improved performance time in the new system, now averaging about 2 seconds or less for page response.

What is the team composition?

There were about six team Orases members involved in the engagement.

How did you come to work with Orases?

We sent out a targeted RFP and selected three vendors based on our research. Orases already had a grants management platform in their arsenal. We're leveraging about 75% of the application functionality out of the box, with the remaining 25% customized for our business needs.

What is the status of this engagement?

The whole project lasted about 18 months. We started working together in June 2017, had a soft launch in November 2018, and completed the full launch in January 2019. We're currently discussing enhancements and implementations for phase two.

The Outcome

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

The project was very successful. In addition to redoing the application, we also reduced the hours spent on our payment services. We used to print and send over 300,000 payments per year, most out of our headquarters location. As part of the shift to a SaaS model, we outsourced our payment services and now offer options for checks, debit cards, and ACH deposits.

How did Orases perform from a project management standpoint?

They are excellent project managers, and I recommend them wholeheartedly. We had several in-person meetings, but we also communicated regularly via phone and email.

What did you find most impressive about Orases?

Their customer service and responsiveness are terrific. We've never had any major issues with them, and they always respond quickly to any minor ones. Their project management, design, and testing are cohesive and well governed. There were multiple layers within this project, and they did well throughout.

Are there any areas they could improve?

I don't have any areas of improvement for them. We're very happy with their work and look forward to working with them in the future.

Do you have any advice for potential customers?

As with any vendor, do your due diligence and follow through on your methodologies, either agile or waterfall. This was a key part of our project success as it reduced risks early on. We led the initiative with a multi-vendor team, and they worked well with our aggregated team.