


E-Commerce Dev & IT Consulting for Fitting Solutions Co

PROJECT DETAILS

 Custom Software Development, E-Commerce Development, Other IT Consulting and SI

 Jul. 2020 - Mar. 2023

 \$200,000 to \$999,999



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PROJECT SUMMARY

DBot provided e-commerce development and IT consulting for a fitting solutions company. The team helped the client automate tasks, integrate systems, and launch their online shop.

PROJECT FEEDBACK

DBot helped the client improve operational efficiency, online sales channels, and customer experience. The team was organized, timely, and flexible. The team communicated well via in-person meetings, email, and messaging apps. The team's business-oriented approach and smart suggestions stood out.

The Client

Please describe your company and position.

I am a Director of Hafele Thailand


Describe what your company does in a single sentence.

Häfele offers hardware and fitting solutions for furniture and buildings, characterized by German quality and a strong emphasis on innovation and customer needs.

The Challenge

What specific goals or objectives did you hire DBot to accomplish?

- Build a reliable, long-term tech partner
- Increase operational efficiency
- Launch and scale B2C e-commerce channels
- Get flexible and cost-efficient development support

 Director, Hafele Thailand

 Retail

 Thailand

CLIENT RATING

4.5

Overall Score

Quality: 4.5

Schedule: 3.5

Cost: 4.0

Would Refer: 4.5

The Approach

How did you find DBot?

Referral

Why did you select DBot over others?

- High ratings
- Pricing fit our budget

How many teammates from DBot were assigned to this project?

6-10 Employees

Describe the scope of work in detail. Please include a summary of key deliverables.

DBot Software assisted us at Häfele Thailand with several key digital projects to modernize our business and enhance our online operations and sales. The collaboration included both one-time projects and ongoing support from a dedicated team that became like an extension of our own.

The Outcome

What were the measurable outcomes from the project that demonstrate progress or success?

- Increased Operational Efficiency
- Stronger Online Sales Channels
- Improved Customer Experience
- Skilled tech partner

Describe their project management. Did they deliver items on time? How did they respond to your needs?

Working with DBot was a positive experience for us. Their team was very organized and always informed us what was going on. We had weekly updates and could always ask questions anytime.



They replied promptly and were flexible when changes occurred on our side, which happened a few times. Most of the tasks were finished on time, and sometimes even faster. If there was a delay, they explained clearly and always came up with a solution. We liked that they don't just wait for instructions, but also give us ideas how to improve things.

What was your primary form of communication with DBot?

- In-Person Meeting
- Email or Messaging App

What did you find most impressive or unique about this company?

What impressed us the most was how DBot really tried to understand our business. Not just doing what we say, but thinking with us and giving smart suggestions. They were not only technical people, but also understand the business side, which helped a lot.

Are there any areas for improvement or something DBot could have done differently?

Overall, we are very happy with DBot. If we have to mention something, maybe sometimes it would help to explain technical things in even more simple words. Not everyone in our team comes from IT background, so sometimes we needed to ask again to fully understand.

