



# Web Dev for Office Supply Base Company

## PROJECT DETAILS

 Web Development

 Nov. - Dec. 2020

 Confidential

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*“After the project was complete, they conducted follow-ups to ensure that I was satisfied.”*

## PROJECT SUMMARY

Perpetual Solution worked closely with an office supply company to design and develop their website. They wrote copy and illustrated each product category as well.

## PROJECT FEEDBACK

A genuinely helpful company, Perpetual Solutions supported the client by providing design ideas and showing them examples of several options. Even after the project was finished, they accepted change requests. They communicated openly and honestly throughout the engagement.



## The Client


Introduce your business and what you do there.


I'm the manager of day-to-day operations for an office supply company. We cover anything to do with office supplies, including POS paper rolls.


## The Challenge


What challenge were you trying to address with Perpetual Solution?

Perpetual Solution designed and developed our website.

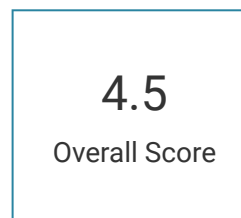
 **Dean DiMonte**  
Manager, Produtech Plus Inc.

 **Construction**

 **1-10 Employees**

 **Greater Montreal  
Metropolitan Area, Canada**

### CLIENT RATING



Quality: 4.5



Schedule: 5.0



Cost: 4.5



Would Refer: 5.0





## The Approach

### What was the scope of their involvement?

We gave them our company logo and explained what we do. Perpetual Solution then asked us to divide our products into subcategories. They assigned someone to help me write a description of each category. Then they chose some pictures to illustrate each product category, like office supplies, and they changed the ones I didn't like.

Over the course of a month, they developed our website. Once it was all set up, I offered input and requested changes.

### What is the team composition?

I've worked with Geneviève (Owner) and a content writer.

### How did you come to work with Perpetual Solution?

My IT specialist knew them and I trusted his opinion. He said that Perpetual Solution seemed to be a fair company and was easy to work with. I was comfortable speaking with Geneviève, so I decided to hire them.

### How much have you invested with them?

Their prices are very fair. They have a startup fee of \$1,000 and we have a monthly maintenance fee of around \$150 (approximately \$1,300 in total).

### What is the status of this engagement?

It was a one-month project, between November–December 2020. We have a two-year maintenance contract with Perpetual. They'll be implementing e-commerce functionalities for us as well.





## The Outcome

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

This was our first website, and I really didn't know what I wanted. Perpetual Solution was patient and helped me brainstorm. They guided us through the project and then accommodated the change requests I made.

How did Perpetual Solution perform from a project management standpoint?

They delivered on-time. Throughout the project, they called me when they said they would, but we communicated primarily over email. After the project was complete, they conducted follow-ups to ensure that I was satisfied.

They were genuine and easy to work with. For example, I wasn't sure how the maintenance contract would work. They explained that minor changes would be done within the same day, and they'd give us time estimates for more complex things.

What did you find most impressive about them?

I was more than satisfied with them. When I didn't know what I wanted to do, they showed me examples so I could visualize the site.

They were very honest. We paid them separately for content writing, and their writer told me that we weren't utilizing her services. That showed me that they weren't just trying to make a sale; they cared about our success.

Are there any areas they could improve?

They preferred email but would pick up the phone when I called.





# Perpetual Solution

Do you have any advice for future clients of theirs?

First, new clients should be organized. They should also let Geneviève offer input and ideas. She seems to be well-aware of the industry.



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