

CASE STUDY

Taking over technological support

COMPANY



CHALLENGE

FIX has created a platform that redefines the way emergency interventions and fault repairs are carried out. They automated interactions between customers and technicians so that each party could focus on their most important tasks and plans. FIXFM faced the challenge of changing its technology partner.

SOLUTION

FIXFM was looking for a partner who would provide appropriate technical competences for further development and maintenance of the application. Experience in Python and React technologies was necessary. In cooperation with INNOKREA, a plan was built to take over responsibility for the production and maintenance of the software so that it would be done seamlessly for overall customer support.

BUSINESS EFFECT

- optimization of application maintenance and development costs
- bringing a "fresh perspective" to the project implementation. As a result, this led to innovative solutions and improvements in processes and the software itself.
- increasing productivity. INNOKREA, as a more efficient and experienced team, is able to complete tasks faster, which leads to faster project progress and shorter time to market.
- quality assurance. INNOKREA has an ISO quality system, which leads to fewer errors and higher quality of the created software.
- meeting deadlines and better communication. Working with a more reliable partner helped to better understand the requirements and goals of the project and ensured timely project implementation.

Project in numbers

- **6 weeks time needed to change supplier**
- **+30% increased efficiency of IT work**
- **-20% reduction in costs**

About the client

FIXFM organizes visits of specialists for individual clients (consumers) and small companies. They support their activities with modern technologies that have become a permanent part of the everyday life of customers looking for comfort and efficiency.

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INNOKREA is a group of extremely flexible and competent programmers. Not only do they know technology, but they also have a great feel for how business works. We recommend INNOKREA for cooperation on difficult and complex IT projects.

Maciej Halbryt

President of the Management Board of FIXFM