

Isthmus Case Study

Industry: Non-Profit
Tech Category: Cloud-Virtualization
www.Isthmusit.com

Today's demand for outstanding user experience can only be met when companies embrace digital technology, which brings multiple benefits to both customers and the business.

Realizing a need for efficiency and enhanced user experience, a US-based non-profit organization decided to modernize its software infrastructure and move it to the cloud. The company had to migrate from ColdFusion cloud technology to Angular, Node.js, and Java but was lacking the technical expertise to complete the task.

This is where Costa Rican IT services provider Isthmus came in, bringing software development, quality assurance (QA), and project management capabilities to the client.



The Challenge

The non-profit was using technology that was insufficient for tackling its daily operations, halting its ability to grow. The company's IT team knew what was best for the organization but simply lacked the capacity and expertise to complete the task. It was quickly discovered that finding local engineers was too difficult, so the company's VP turned to Isthmus, trusting in an earlier successful relationship with a nearshore outsourcing partner.

Clients in the public, private, and private not-for-profit sectors all have one thing in common: a need for software developers," says Theodore Hope, CTO of Isthmus. "In Costa Rica, we have the technical knowledge and capacity, along with the advantage of being in a similar time zone as our US clients

The Solution

Isthmus first conducted several remote meetings to fully understand the client's request and the project scope. Once that was clear, the company presented a formal proposal that included a combination of cloud-based architecture and software development using the Scrum methodology.

Once approved, Isthmus split the teams into frontend and backend, adding QA engineers to each team. Development was done with a combination of Java Spring, Maven, Angular, Node.js and npm, Oracle, Python, and Docker. For the purpose of API testing, Isthmus relied on JUnit, Serenity BDD, and REST Assured.

All the work was done remotely and the solution was improved based on client feedback, so constant communication was vital for maintaining a steady and efficient workflow. This communication was also important for overcoming roadblocks and managing and supporting stakeholder teams.

The Results

The project began in 2016 with ten (10) engineers assigned to it by Isthmus. This was scaled to seventeen (17) engineers by the third month, leading to a noticeable improvement in the look and feel of the client's applications, as well as a marked decrease in maintenance difficulties. By the end of the first year, Isthmus had scaled the team to twenty-five (25) engineers, all fully dedicated to the client.

Today, the non-profit still works very closely with Isthmus on a variety of smaller projects. "The first migration project allowed us to understand their business goals and their technological needs, allowing us to grow alongside them," says Marie-France Beaulieu, COO at Isthmus. "The client wasn't comfortable bringing in dozens of unknown suppliers for smaller projects, so now leverages our experience and turns to us as a trusted partner—it's a beneficial relationship for everyone involved."

Hope also acknowledges the importance of attracting top-level IT talent and keeping a close relationship with the client, as well as understanding its activities, goals, and processes in order to deliver the best service.

You need to adapt to each vertical and learn everything you can about the client in order to grow together he says.

This approach allows both parties to get the most out of the partnership, and helps maintain long-term ties, which are vital as the need for experienced developers—and improved user experience—continues to increase.

By the end of the first year, Isthmus was providing a team of 25 engineers, all fully dedicated to the client.

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