



# Software Dev Staff Augmentation for Fintech Startup

## PROJECT DETAILS

Sep 2021 - Ongoing

\$1,000,000 to \$9,999,999

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*“Mind IT Systems is very cost-efficient and responsive. Whenever we have a problem, they solve it very quickly.”*

## PROJECT SUMMARY

Mind IT Systems augments the staff of a fintech startup to help them develop their product. Their resources help with backend development, frontend development, and QA using Java and Spring Boot.

## PROJECT FEEDBACK

Mind IT Systems' backend developers have performed very well. However, the frontend developers and QA engineers have experienced small performance issues. The team is highly collaborative, responsive, and cost-effective, using Jira, Slack, and Google Meet to collaborate.



## The Client

Introduce your business and what you do there.

I'm a department VP at a fintech startup.

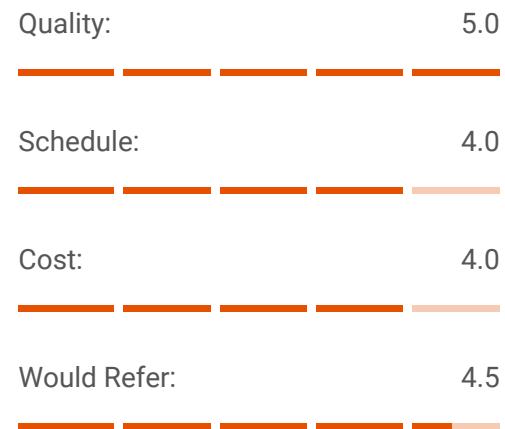
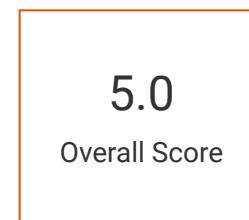
## The Challenge

What challenge were you trying to address with Mind IT Systems?

We had a big product to build, so we needed cost-effective talent quickly to develop its complex backend.

-  Department VP, Fintech Startup
-  Financial services
-  San Francisco, California

### CLIENT RATING



## The Approach

### What was the scope of their involvement?

Mind IT Systems has helped us augment our engineering team, providing us with backend development for our product. Their resources also helped us with product definition initially, but their main scope was backend development. As for the technology stack, they've used Java and Spring Boot.

Mind IT Systems is still working with us on developing and improving the product. We've expanded our engagement, and they now help us with QA automation and a Salesforce interaction. Moreover, they've given us a little assistance with frontend development.

One of our product's core features is a payment processing solution. We work with a merchant who integrates our payment solution into their store. Whenever an end customer went to their store and purchased something, they usually received options for the payment method such as credit card, PayPal, and Amazon Pay.

Now, end customers can access an additional method called Pay with Your Bank. By using that option, users can log in to their bank and approve our charge. Once approved, we get the money transferred directly.

### What is the team composition?

We work with Mind IT Systems through a staff augmentation model. Currently, they provide us with five backend developers who work as part of our team and collaborate with our engineers. Additionally, we work with two main points of contact from Mind IT Systems' management side, including a program manager and a technical lead, with whom I interact frequently.

### How did you come to work with Mind IT Systems?

Mind IT Systems was recommended to us. However, the partnership was established before I joined, so I wasn't part of the process.





# Mind IT Systems

**How much have you invested with them?**

We've spent around \$1 million.



**What is the status of this engagement?**

We started working together in September 2021, and our engagement is ongoing.

## The Outcome

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

We don't measure Mind IT Systems' resources separately. They're part of our team, so we measure the overall team's performance, as well as each individual's productivity. Thus far, the backend development team has been extremely productive, so we're very happy with that.

However, we've had some incidents with our QA and frontend development teams. Still, whenever we're not satisfied with their performance, we have a conversation with them. If the resources aren't meeting the performance level we expect after talking with them, Mind IT Systems helps us replace them.

**How did Mind IT Systems perform from a project management standpoint?**

We have daily meetings with our entire team, including Mind IT Systems' developers, via Google Meet. We also have Slack channels to communicate and use Jira to manage the project.

**What did you find most impressive about them?**

Mind IT Systems is very cost-efficient and responsive. Whenever we have a problem, they solve it very quickly.



## Are there any areas they could improve?

One of our main challenges has been finding the right talent – forming our QA team has been a trial-and-error process. When Mind IT Systems identifies talent, we get them onboard and then spend time training them, only to find out that they aren't performing at the level we want.

Initially, it also took Mind IT Systems a few months to understand the performance level we required for the backend engineers. However, once they understood, they were able to find the right talent for us. We've already talked with Mind IT Systems about improving their screening process.

## Do you have any advice for potential customers?

Set the expectations on performance requirements ahead of time and be very clear about the right criteria for the candidates you need.

