Totera Inc.

Website Development & Logo Design for Brewery

PROJECT DETAILS

🏷 IT Consulting & SI

📅 Mar. 2017 - Ongoing

💲 Less than $10,000

❝ *"They gave me a list of dates of when they would have particular activities done and they met every one of them."*

PROJECT SUMMARY

Totera Inc. provides website development guidance for a brewery. Totera Inc. has set up the basic site, and the client has developed it further. They continue to provide support and guidance.

PROJECT FEEDBACK

Totera Inc. regularly communicates with the client whenever there's any problem during the development. They are quick to respond and comply with any needs that arise. They stand out from the competition thanks to their ability to schedule and meet deadlines.

The Client

Introduce your business and what you do there.

I'm the co-owner and manager of Six Pennies Brewery.

The Challenge

What challenge were you trying to address with Totera Inc.?

Totera Inc. helped me create a website and provided consulting services.

Bill Fishburn
Co-Owner, Six Pennies Brewery

1-10 Employees

Rainier, Washington

CLIENT RATING

5.0
Overall Score

Quality: 5.0

Schedule: 5.0

Cost: 4.5

Would Refer: 5.0

The Approach

What was the scope of their involvement?

I had worked with Totera Inc. on logo design some years ago. This time I hired them to help me with website development. They offer different packages according to one's needs. The package I chose was more of a self-service package.

They set up my basic site and made all the files and logins available to me. They helped me establish a domain name that would be useful for my business name. Since then, they've continued to provide consulting services as I develop the website.

What is the team composition?

I work with two people at Totera Inc.: Donna (Project Development & Marketing Coordinator) and Frank (President). He's also one of their technical development leaders.

How did you come to work with Totera Inc.?

I started by trying to figure out who I would use as a webpage vendor and exchanged emails with a friend of mine who actually worked with Totera Inc. She provided different options for creating a website and gave me advice on what might work for our specific business. Once I made the decision to go with them and what level of website services I wanted, they started working.

How much have you invested with them?

I've invested a little bit over $400.

What is the status of this engagement?

Our collaboration goes back to March 2017, I hired them to work on logo design. Then in February 2021, I contacted them again to help with this project. My plan is to launch the website by the end of May 2021. After the site launches, they'll provide ongoing support.

The Outcome

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

In terms of the logo, we gave them high-level design elements that I wanted to see incorporated in a theme, and the graphic designer that they used was able to produce a logo with relatively few revisions. They completed the logo within a month.

For the website development project, I don't have any metrics other than the response times. I noticed that I've entered 10–11 questions through their comment tool within the website development environment, and they almost always respond within 12 hours.

How did Totera Inc. perform from a project management standpoint?

They gave me a list of dates of when they would have particular activities done and they met every one of them. To see that kind of response and adherence to deadlines is really valuable to me.

Also if I run into an issue or I can't figure out something they have this really cool feature within their development package that allows you to submit a comment or question, and one of the designers will pick up the question and answer it.

Are there any areas they could improve?

I don't think so. I prefer to do a lot of my business with asynchronous communication and they've been very good at that. The times I've asked for things that they haven't been too sure about, they've pointed me to the user guide. I can't think of any way that I would see them improve.

Any advice for potential customers?

Be very clear about what your expectations and needs are. If you have specific deadlines and dates that you're trying to meet, make sure that those are communicated. I recommend giving them a list of what your overall goals and intentions are and let them work on a solution or design that's going to meet your needs.

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