

Hi, we're ADCI Solutions

The ADCI Solutions company was founded in 2007 and is recognized as the premier custom Drupal development agency.

hello@adcillc.com

THE PROJECT Website Support &

Maintenance for Cybersecurity Startup

Web Development

■ \$10,000 to \$49,999

= 2016 - Ongoing

Project summary:

ADCI Solutions provides ongoing updates and maintenance for a Drupal website featuring cybersecurity solutions.

THE REVIEW

"Since they take care of my website, I can focus on the actual business of my company."

APR 01, 2019

Feedback summary:

value to the engagement.

5.0 ★★★★★

Quality: 5.0

Schedule: 5.0

Cost: 5.0

Willing to refer: 5.0

THE REVIEWER

Executive,

Startup

Cybersecurity

Computer Hardware

A 1-10 Employees

Germany

Phone Interview

∀erified



\$1,000,000 - \$9,999,999

m 2009 - Ongoing

Project summary:

ADCI supplies frontend and backend development for integrated insurance portals, focusing on robust security and extended CMS functionality with custom coding and supplementary design work.



ADCI Solutions' reliability and communication make for

an effortless collaboration. They are highly skilled and

CEO is approachable and responsive, which has added

Read Full Review V

efficient, often resolving issues within a day. ADCI's

Feedback summary:

Throughout the 8-year partnership, ADCI's work has performed reliably and catalyzed new business opportunities. The team's high-production workflow, competitive costs, and responsiveness continue to promote success.

Read Full Review V



CEO, Cybersecurity Company

THE REVIEWER



Computer Software

A 1-10 Employees

Miami Metro Area

Phone Interview ∨erified

THE PROJECT

Platform Redesign for Talent Placement Agency

Web design

Confidential

m Oct. 2016 - Ongoing

THE REVIEW

"They have good developers working with them ... overall, it's a reliable agency."

JUN 06, 2017



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Quality: 5.0

Schedule: 4.5

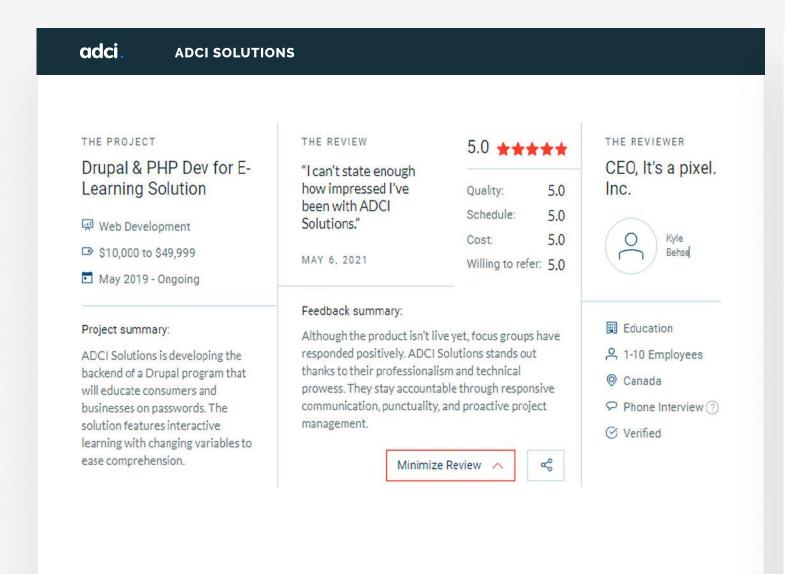
Cost: 4.5

Willing to refer: 5.0

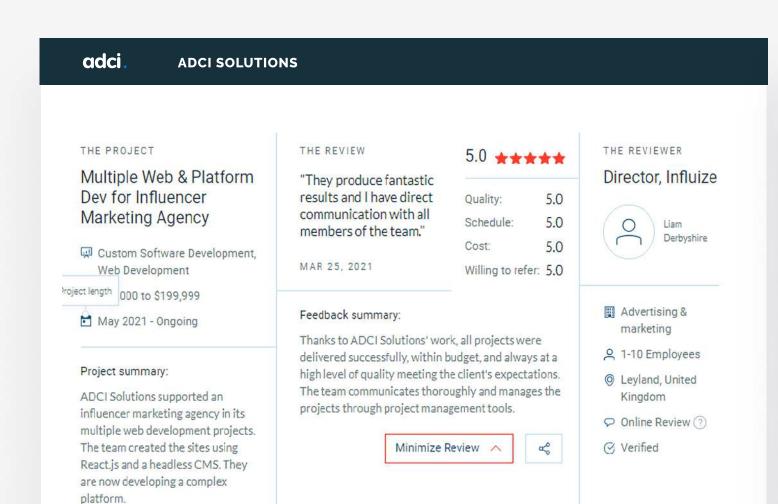
THE REVIEWER

Managing Director, Golntro

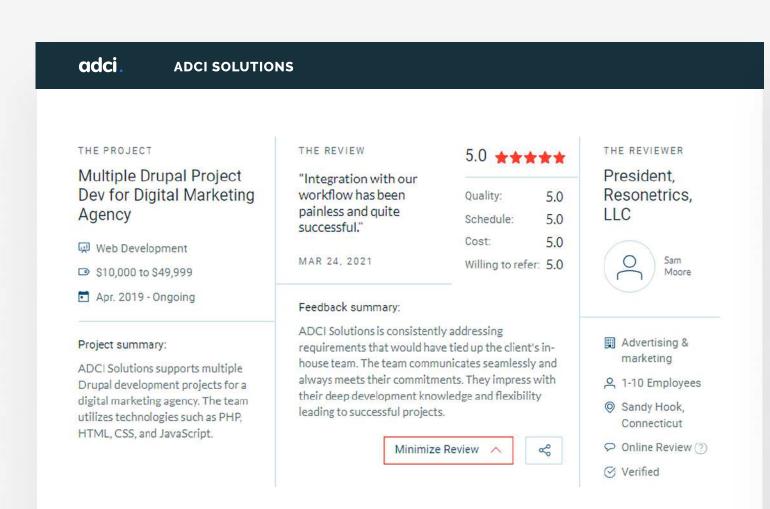




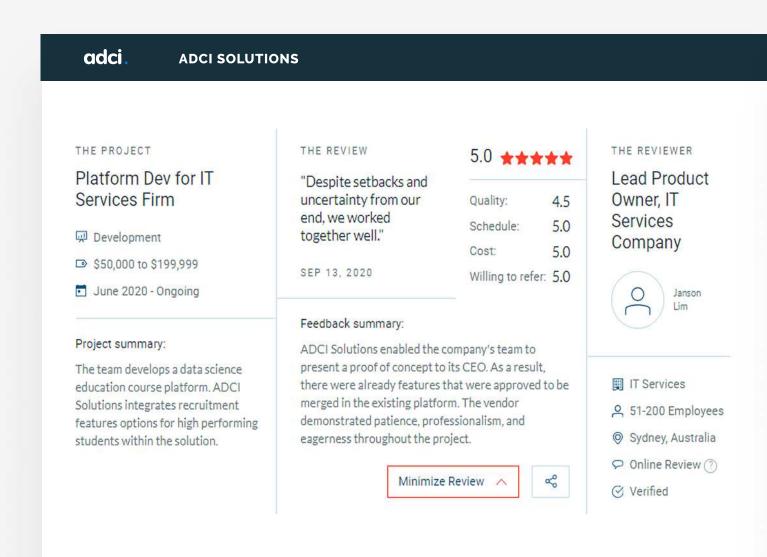
THE REVIEW	What evidence can you share that demonstrates the impact of the engagement?
Background	The project is still on a developing server, but I've had positive reviews from some of the focus groups I've done.
Challenge	How did ADCI Solutions perform from a project management
Solution	standpoint?
Results	It's been wonderful. Their project manager has taken all of my requests and developed a custom timesheet for me, which they log daily. That
Ratings	helps me make sure that her numbers are the same as mine and keep track of everything. It's like having a third ledger, which is really nice — I've never seen a vendor go out of the way like that before.
	As for communication, Julia and Alexander have done FaceTime calls with me upon request. We also use Teamwork, email, Skype, and Google Sheets.
	What did you find most impressive about them?
	I can't state enough how impressed I've been with ADCI Solutions. From the first call, I could tell that they were committed to the industry, and that was what caught my eye. Rather than saying they could do everything, they were specific about what they could do and their proficiencies, and I liked that they focused on the technologies I required.
	To validate what I'm saying a bit further, I've been a developer for about 15 years and a tech lead for 10, and I've worked with a lot of people from all over — we're talking hundreds of clients and dozens of developers. I'm well-versed in what can go right and wrong.



THE REVIEW	RESULTS & FEEDBACK
Background	Can you share any measurable outcomes of the project or general feedback about the deliverables?
Challenge	All projects were delivered successfully, within budget and always to the
Solution	high standard I expect.
Results	Describe their project management style, including communication tools and timelines.
Ratings	We manage projects in Redmine and communication is thorough each week
	What did you find most impressive or unique about this company?
	They produce fantastic results and I have direct communication with all members of the team.
	Are there any areas for improvement or something they could have done differently?
	Potentially timescales on some work, but I accept some delays because of the level of service and quality I recieve.

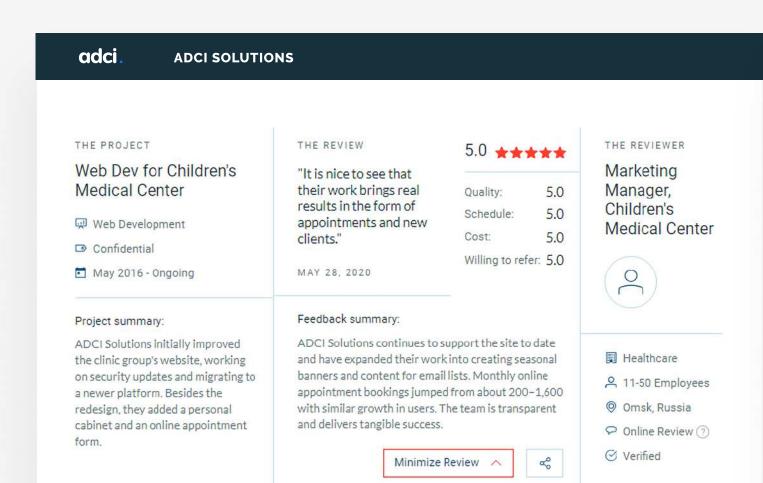


THE REVIEW	RESULTS & FEEDBACK
Background	Can you share any measurable outcomes of the project or general feedback about the deliverables?
Challenge	ADCI has consistently been able to move the larger and more technical
Solution	rocks on our projects, addressing requirements that would have tied up my in house team much longer than I could afford. Integration with our
Results	workflow has been painless and quite successful.
Ratings	Describe their project management style, including communication tools and timelines.
	ADCI communicates with us primarily through Redmine, and open source project management tool. This has been fine for us. We're 12 hours off in terms of time zones, but that hasn't been a problem. They've always met their commitments to timely delivery as well.
	What did you find most impressive or unique about this company?
	Their deep knowledge of the technologies we work with is primary. Also nice are their flexibility and ability to grasp requirements accurately. Finally, they are pleasant to work with, and seem like genuinely good people.

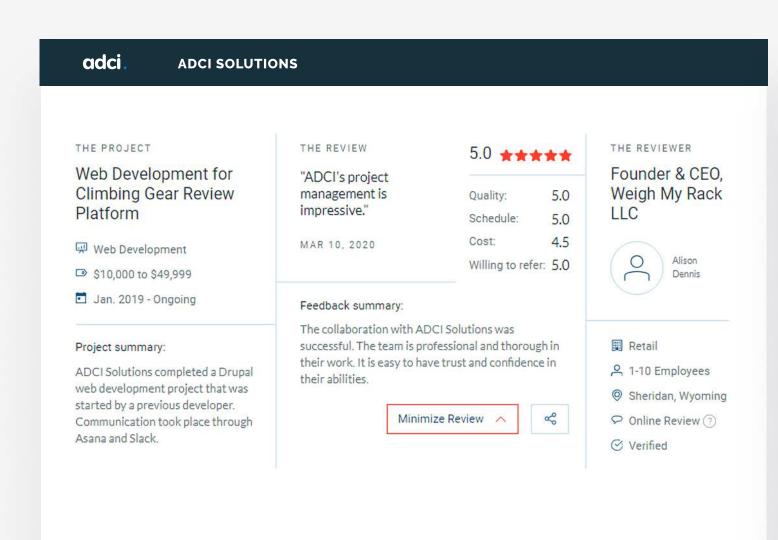


THE REVIEW	RESULTS & FEEDBACK
Background	Can you share any measurable outcomes of the project or general feedback about the deliverables?
Challenge	
Solution	 We were able to present a proof of concept to our CEO who has decided to greenlight some of the features to integrate into another team's existing platform. While the project is no longer being developed it
Results	served its purpose of devoting an exploratory committee for product- market fit in this new niche.
Ratings	Describe their project management style, including
	communication tools and timelines.
	We used Redmine and JIRA as our project management tools. The team from ADCI was professional and kept a good pace of development to meet our timelines.
	What did you find most impressive or unique about this company?
	The team at ADCI was patient and had a great sense of humor to work with our tech lead. Despite setbacks and uncertainty from our end, we worked together well.

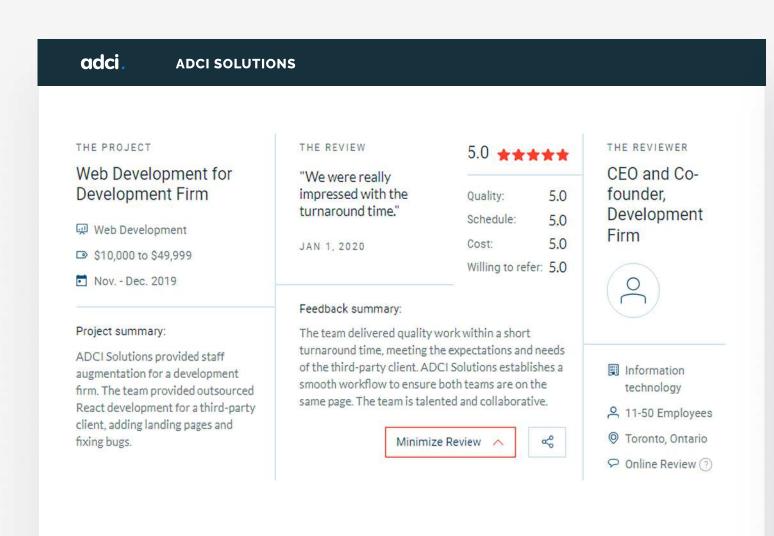
hello@adcillc.com



THE REVIEW	RESULTS & FEEDBACK
Background	Can you share any information that demonstrates the impact that this project has had on your business?
Challenge	Recently, a marketer from ADCI wrote an extensive review of our work,
Solution	including the following statistics:
Results	The average monthly number of appointments through the site increased from 193 to 1623
Ratings	The number of active users, who visited the site once or more during the year, increased from 10,500 to 19,300.
	3. The total number of users increased from 28,600 to 45,000.
	How was project management arranged and how effective was it?
	All tasks are assigned in Redmine, so it's more convenient to track progress for each task. Artem, Project Team Leader, is always in touch. I can say the same about the designer.
	What did you find most impressive about this company?
	Speed of reaction and professionalism. It is nice to see that their work brings real results in the form of appointments and new clients.
	Are there any areas for improvement?
	Not that I can think of

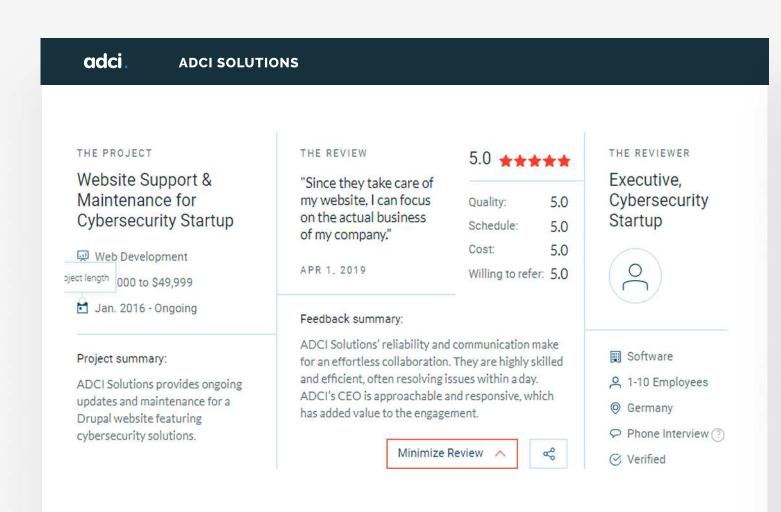


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THE REVIEW	RESULTS & FEEDBACK
Background	Can you share any information that demonstrates the impact that this project has had on your business?
Challenge	ADCI is our main developer (contractor). We are a very small startup
Solution	team, and we now outsource all our Drupal/web tasks to ADCI.
	How was project management arranged and how effective
Results	was it?
Ratings	ADCI's project management is impressive. Any delays (which are quire rare) are always written clearly. Everybody we have interacted with has used perfect English. We mostly communicate through Asana for tasks (and use Slack). The time difference is noticed (normal business hours, Russia timezone), but it is not a hindrance.
	What did you find most impressive about this company?
	I am most impressed by the professionalism in terms of the speed and thoroughness in which tasks are done and the manner in which it's all communicated. I have great confidence and trust in the team at ADCI.
	Are there any areas for improvement?
	I struggle to think of a way ADCI could improve. Anything I could list here would be purely selfish and not something that is worth changing for a "slight preference" of ours.

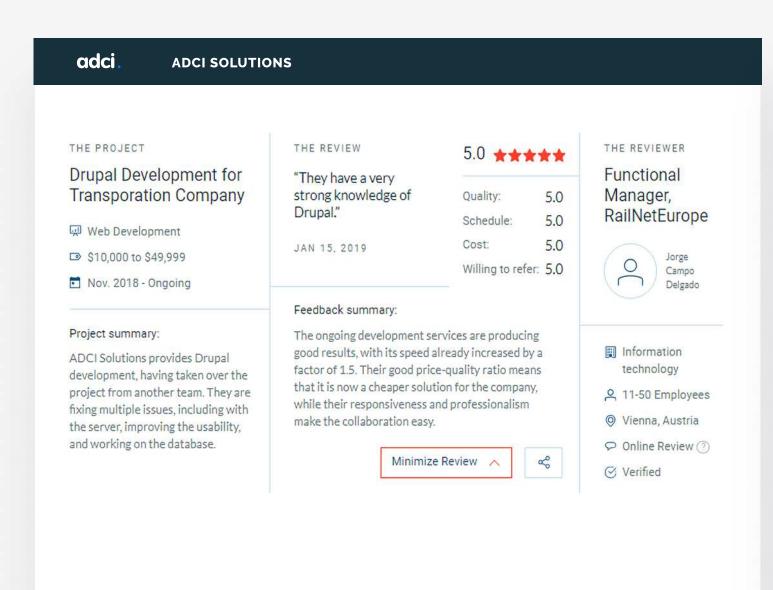


THE REVIEW	RESULTS & FEEDBACK
Background	Can you share any information that demonstrates the impact that this project has had on your business?
Challenge	They built a few new features and landing pages in the existing React
Solution	application, fixing some existing bugs along the way.
Results	How was project management arranged and how effective was it?
Ratings	One of the developers from ADCI side has acted as a project manager as well. We had an efficient communication with him over email and skype. He was the primary point of contact and then he managed 2 other developers behind the scenes. It worked out great.
	What did you find most impressive about this company?
	We were really impressed with the turnaround time. Thanks to ADCI we delivered the project on time. Largely that's because of their React expertise and great collaboration skills.
	Are there any areas for improvement?
	It was a short project, it lasted only a month. I'm happy that I got help from Alex and his team, even though I had a few other teams to choose from.

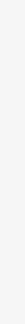


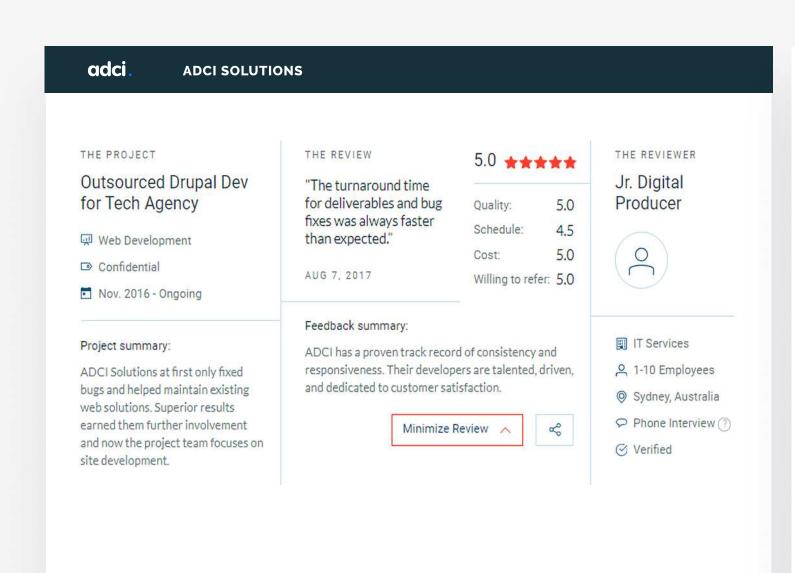


THE REVIEW	RESULTS & FEEDBACK
Background	What evidence can you share that demonstrates the impact
Challenge	of the engagement?
Solution	I can only answer generally, but ADCI Solutions has improved our online visibility without me needing to bother about it. Since they take care of my website, I can focus on the actual business of my company.
Results	
Ratings	How did ADCI Solutions perform from a project management standpoint?
	They're responsive, usually getting back to me and fixing problems within a day. Their CEO is responsive as well—he seems to work 24 hours a day to take care of everything. If I ever needed to escalate something, I'd feel comfortable reaching out to him.
	I issue tickets over Basecamp and use it for general communication. In most cases, they solve issues independently, without much communication required.
	What did you find most impressive about them?
	I'm impressed with their responsiveness and independence in solving issues. I have nothing to complain about, which is why we're still working together.

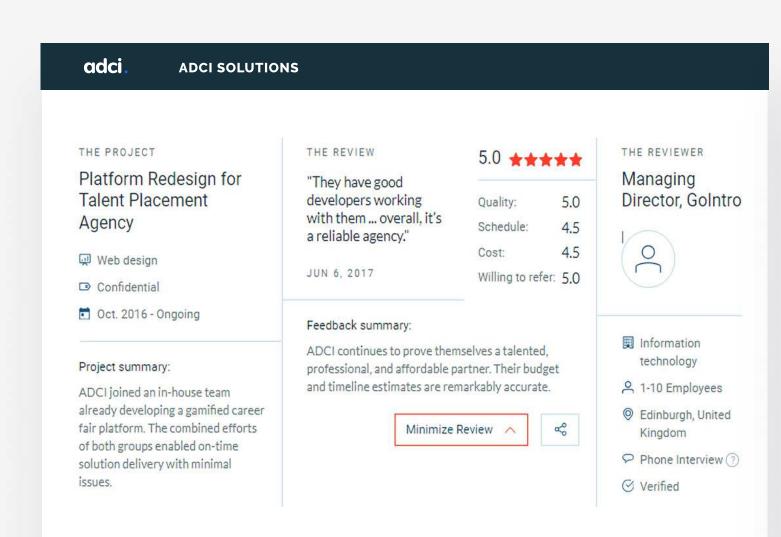


THE REVIEW RESULTS & FEEDBACK Can you share any information that demonstrates the impact Background that this project has had on your business? Challenge They created the solution and then clearly demonstrated to us, using Solution various tools, exactly how the platform will improve after their updates. For example, its speed will increase by a factor of 1.5. Due to their Results competitive rate, the cost of it has actually decreased for us too. How was project management arranged and how effective Ratings was it? As we expected, ADCI is performing well. The response time is impressive, and they're quite fast at solving any issue we give them. We use Skype for communication and Basecamp for the issues. The time difference between our teams is four hours, but we don't find it problematic due to their good response time. What did you find most impressive about this company? They have a very strong knowledge of Drupal. All their interactions with me are professional, which makes the job quite enjoyable. Their qualityprice ratio is also impressive. Are there any areas for improvement? Everything is good so far. After we complete the fixes and updates, I would like to see how good their advice is, in terms of the improvements to the tool.

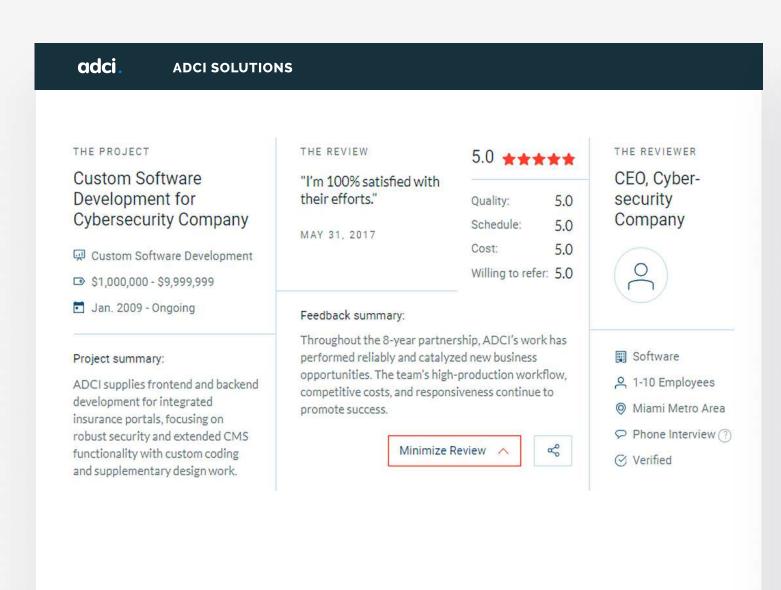




THE REVIEW	RESULTS & FEEDBACK
Background	What can you share that would illustrate the success of working together?
Challenge	The turnaround time for deliverables and bug fixes was always faster than expected, especially compared to some of the other outsourcing
Solution	companies we've used previously. Unlike the vendor that we used immediately before them, ADCI actually takes the time to listen to us
Results	and answer our questions in terms we can understand. More importantly, when they fix something or propose a solution to a problem
Ratings	we're facing, it's always permanent; whereas with our other vendors, the things would never really be solved.
	How is your engagement supervised?
	We used JIRA with them. Basecamp was our original tool but once we began including them in more important work, we moved to JIRA. That was an excellent decision because now we have more visibility into our workflow and how things are progressing. They've been more than happy to work openly with us, which wasn't necessarily expected because such close collaboration and transparency can be a point of argument for other vendors.
	What do you consider most impressive about ADCI Solutions?
	They have extremely talented people on their team; you can tell they really invest a lot in everyone they hire. Having worked pretty closely with them, I can tell they love what they do and that passion definitely translated into better work. Another major strength is their expertise in Drupal, which is a big factor for us since several client projects involve Drupal sites.

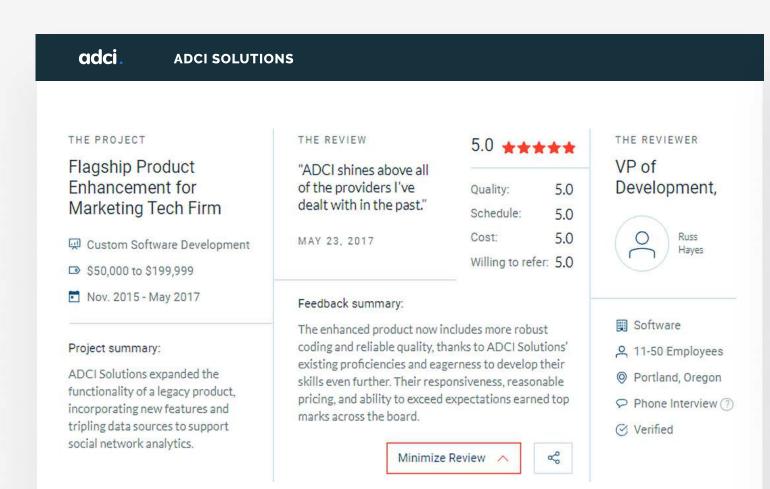


THE REVIEW	RESULTS & FEEDBACK
Background	Could you share any evidence that would demonstrate the productivity, quality of work, or the impact of the
Challenge	engagement?
Solution	Their value, compared to other agencies I've worked with, is that they're good in that their price and time estimations are fairly accurate. For any
Results	fixed-priced project, they were always happy to fix any bugs that occurred. All in all, the project has gone well.
Ratings	How did ADCI Solutions perform from a project management standpoint?
	Their communications are excellent. They were very responsive. It was easy to get insight into what they were doing and how long things were going to take. I felt like they were on top of things. They have their own project management tool, but we tended to use Trello and Slack, which works well.
	What did you find most impressive about ADCI Solutions?
	They're straightforward, easy to work with, and pretty honest. They have good developers working with them. Overall, it's a reliable agency.
	Are there any areas ADCI Solutions could improve?
	No. Nothing out of the ordinary.



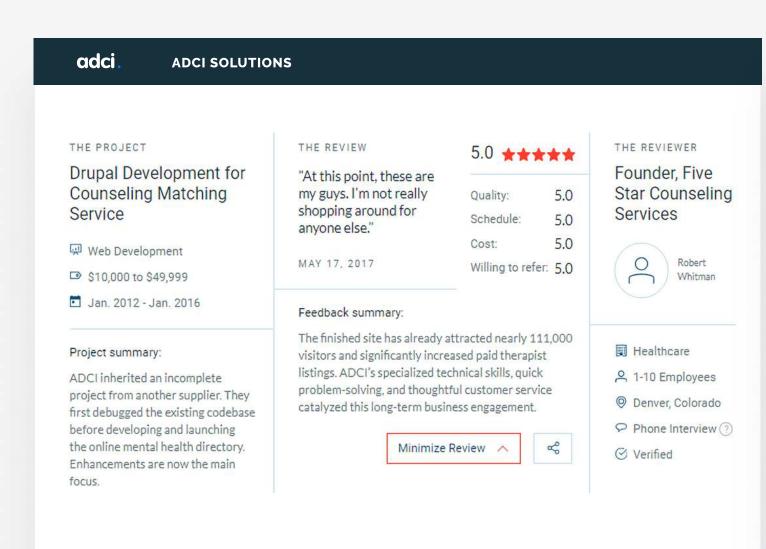
THE REVIEW	RESULTS & FEEDBACK
Background	Could you share any evidence that would demonstrate the productivity, quality of work, or the impact of the
Challenge	engagement?
Solution	I'm satisfied with ADCI's performance so far, and I believe their work has helped my company move forward and be successful. I'm not looking
Results	for other providers because I'm very happy with ADCI.
B	What did you find most impressive about ADCI?
Ratings	They're easy to work with and very responsive. I'm 100% satisfied with their efforts. I have a lot of experience working with overseas companies. Once you find someone you're happy with, there's no reason to change. They're just a great team.
	Are there any areas ADCI could improve?
	We work in a pretty high-production environment. It's an engine that goes all the time. The work is stabilized, and we're happy with what we have.
	Do you have any advice or suggestions for potential clients?
	Having someone who speaks Russian on your team would be wise. Communication is always a challenge. It's the most critical factor in dealing with overseas companies in general, and ADCI is no exception. If you can communicate your needs properly, they'll produce it properly. That's the key to success. I suggest communicating with graphics instead of words. A lot of people spend considerable time and effort on

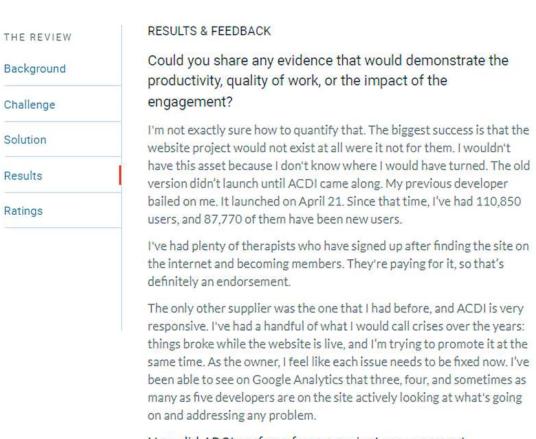
functional design specifications.



RESULTS & FEEDBACK THE REVIEW Could you share any evidence that would demonstrate the Background productivity, quality of work, or the impact of the Challenge engagement? Even though we haven't been able to continue on Measureful, that has Solution nothing to do with ADCI; it's more due to a concern that the product hasn't been taken to market effectively. My hope is that once we get Results some marketing going on behind Measureful and more customers on board, we will be able to resume development with ADCI. Ratings I empower people to make decisions as much as possible, so I had no intention of micromanaging them. That said, I have worked with other outsourced agencies and engineers in India and China. They are, by far, the most responsive in communication and have the best quality output that I've seen. ADCI shines above all of the providers I've dealt with in the past. Typically, outsourced developers give poorly written code, but I've been impressed with the quality of the code that ADCI put out. How did ADCI Solutions perform from a project management standpoint? I try to maintain a personal relationship with developers. It's a little different. Usually, there's a project manager at ADCI that handles that communication, but I wanted to be very hands-on. It does mean that I end up working a graveyard schedule, but it was worth it for me to be

able to have that personal contact.



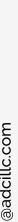


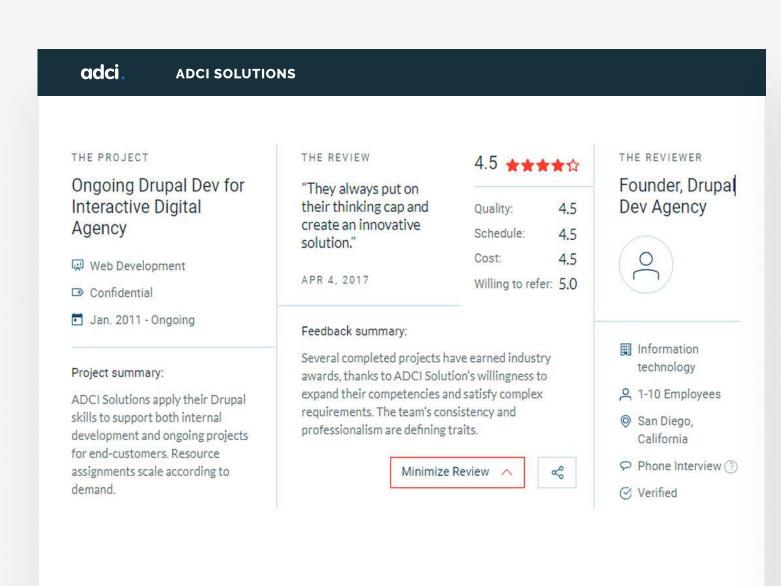
responsive. I've had a handful of what I would call crises over the years:

same time. As the owner, I feel like each issue needs to be fixed now. I've been able to see on Google Analytics that three, four, and sometimes as

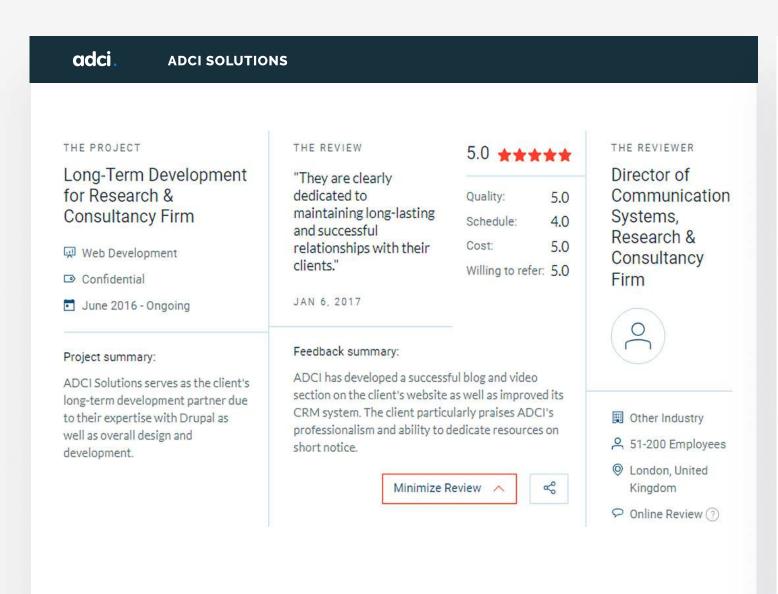
How did ADCI perform from a project management standpoint?

Basecamp is what we used to communicate. I believe that it does translation, so I get their Russian communications in English, and they get mine in Russian, unless their English is really quite good.

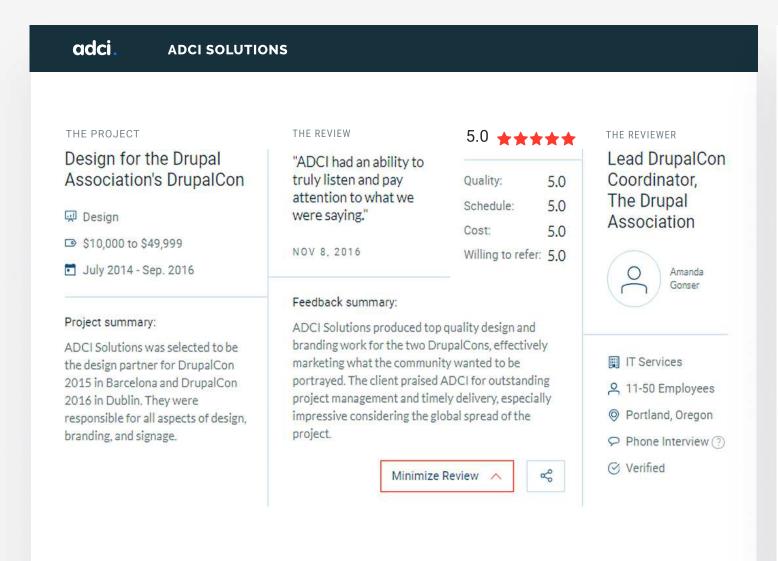




THE REVIEW	OPPORTUNITY / CHALLENGE
Background	What challenge were you trying to address with ADCI
Challenge	Solutions? We needed additional resources who were skilled with Drupal.
Solution	We needed additional resources who were skilled with Drupal.
Results	SOLUTION
Ratings	What was the scope of their involvement?
	ADCI Solutions did both consulting and technical work on ongoing projects for external clients as well as some internal work. It's exclusively in Drupal. Over the years, the number of resources we use has fluctuated from one or two all the way up to 7–8 resources. In addition to Drupal developers, we use one of their illustrators from time to time. We do the project management in-house.
	How did you come to work with ADCI Solutions?
	We found them years ago on Drupal.org. We initially worked with another company in a similar role; however, ADCI was stronger in the field. They were very fair in their completion time, quality of work, and communication. I've enjoyed working with them.
	What is the status of this engagement?
	We began working together in 2011, and the relationship is ongoing.



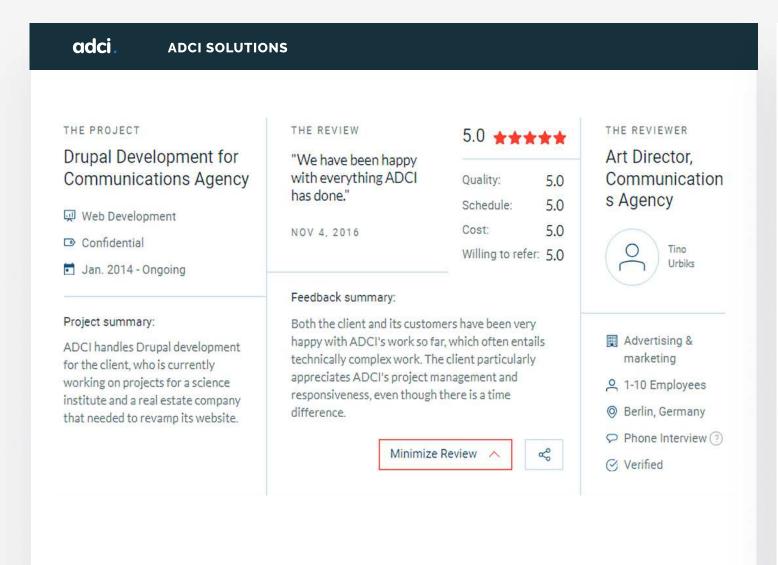
RESULTS & FEEDBACK THE REVIEW Could you share any evidence that would demonstrate the Background productivity, quality of work, or the impact of the Challenge engagement? Solution ADCI Solutions successfully developed a blog and video section for our main company website, as well as introducing various important Results improvements to our company customer relationship management system. Ratings How did ADCI Solutions perform in terms of project management? Very well. They are always very engaged with us and are happy to provide regular reports on progress and expenditure. We have access to more senior resources as needed and are always able to escalate issues to the owner if required. What did you find most impressive about ADCI Solutions? Having visited their office in Omsk late in 2016, I was extremely impressed with their working environment and professionalism of all of their staff. They are clearly dedicated to maintaining long-lasting and successful relationships with their clients. Are there any areas where ADCI Solutions could improve? Not that I can think of at the moment.



THE REVIEW	RESULTS & FEEDBACK
Background	Could you share any evidence that would demonstrate the productivity, quality of work, or the impact of the
Challenge	engagement?
Solution	While I don't have any metrics to share, I do know that ADCI had a huge chunk of work to deal with. Their designer was amazing, and we could
Results	work with her for the second conference as well. She is very creative, meticulous in the best sense of the word, and takes directions very well.
Ratings	In Dublin, instead of the regular 150 printed signs, the venue had digital signage, so our designer put together around 50 different video slideshows. She put in an incredible amount of work. We were very happy with ADCI. If we asked them to do something, we knew ADCI would deliver very well. We never had to worry about anything.
	How did ADCI Solutions perform from a project management standpoint?
	I ran project management on our side. We were working for an event, so the deadline was not flexible. I setup everything upfront during the proposal. ADCI managed its staffing and resources, and everything was delivered flawlessly.
	What did you find most impressive about ADCI Solutions?
	It found it to be impressive that a client in the US can work with a partner in Russia for a conference in Spain or Ireland, and everything

marketing aspects.

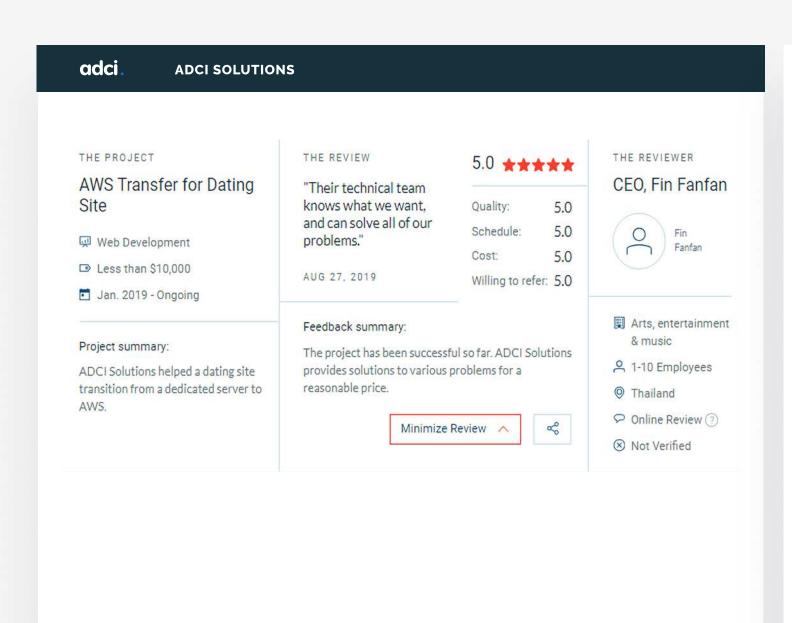
still translates, from what the community wanted to be portrayed to



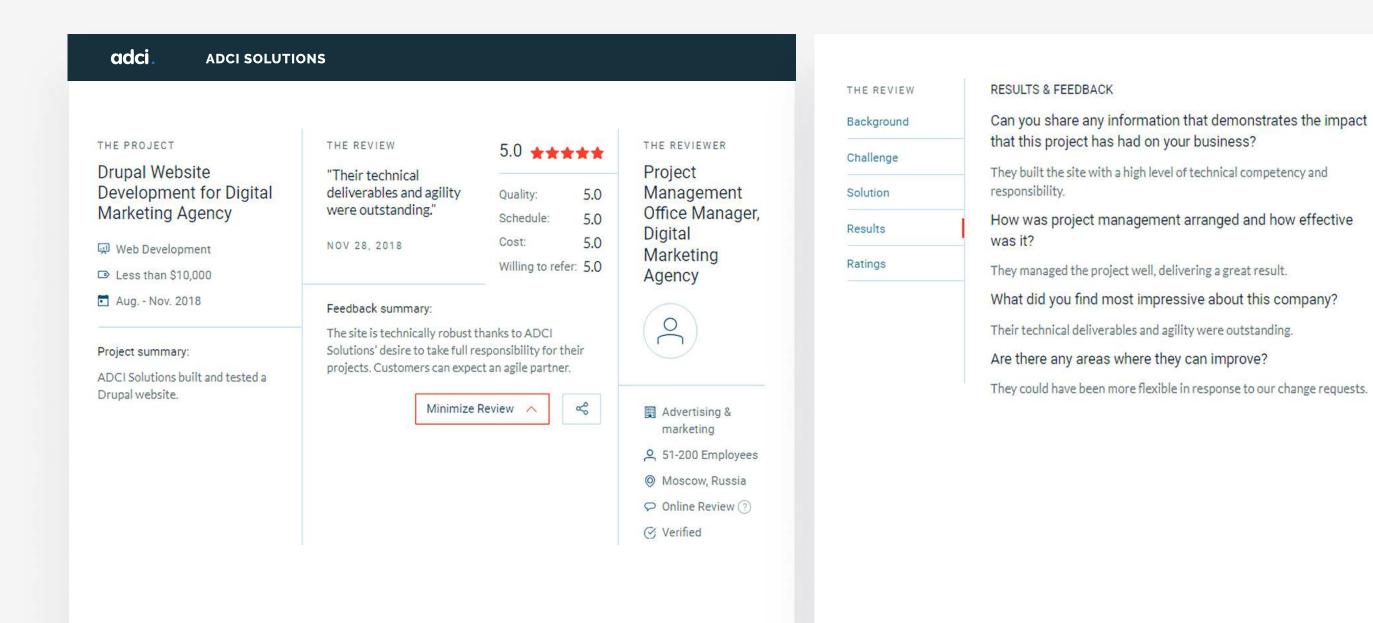
THE REVIEW	RESULTS & FEEDBACK
Background	Could you share any evidence that would demonstrate the productivity, quality of work, or the impact of the
Challenge	engagement?
Solution	The real estate website is performing well right now and the customer is happy with the results. We have been happy with everything ADCI has
Results	done. In some instances, we don't divulge the fact that we outsource the work. However, we do open the discussion and let ADCI talk directly
Ratings	with some of our customers.
	How did ADCI perform from a project management standpoint?
	I handle the project management on our side. The system has worked well, although I don't know exactly how ADCI manages the work. We use Jira and Basecamp for logging tasks. I can enter anything into the platforms in English and ADCI will write to me when it's done. We also communicate using Slack and Skype. On a more technically complex project, we've started using Scrum methodology, which will be a new experience for them. ADCI has delivered deadlines well, only barely missing 1 when they encountered a problem. I know that ADCI has a big team, but I've always kept in touch with the same person so I haven't had to explain anything twice. Not everyone in their company speaks English well, but our points of contact do.
	What did you find most impressive about ADCI?

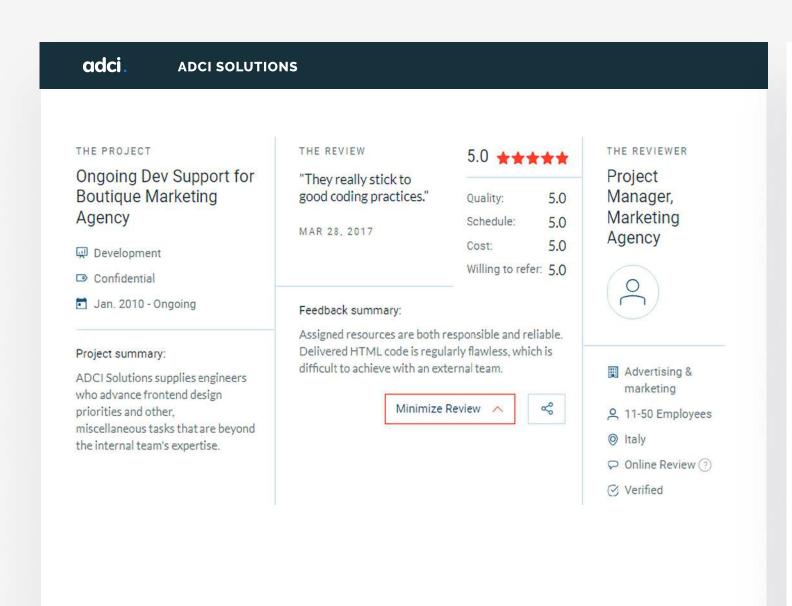
Even though there is a 5-hour time difference between our offices, ADCI was able to reply to us when we had emergencies during the evening.

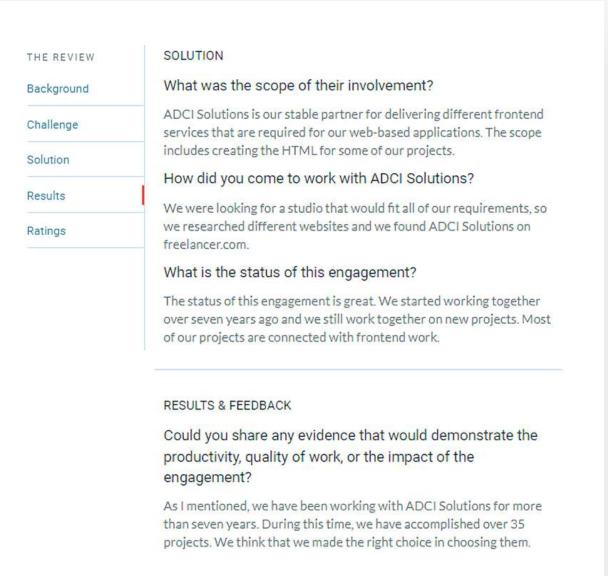
18/21 Reviews



THE REVIEW	RESULTS & FEEDBACK
Background	Can you share any information that demonstrates the impact that this project has had on your business?
Challenge	It's was good I have ADCI to help. When the site down or getting any
Solution	error I just type in the collaboration tool and wait. Just report and paid. No need to do. I have more time.
Results	How was project management arranged and how effective
Ratings	was it?
	-
	What did you find most impressive about this company?
	Their technical team knows what we want, and can solve all of our problems.
	Are there any areas for improvement?
	They know to handle Drupal.









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Iuliia Gapunenko

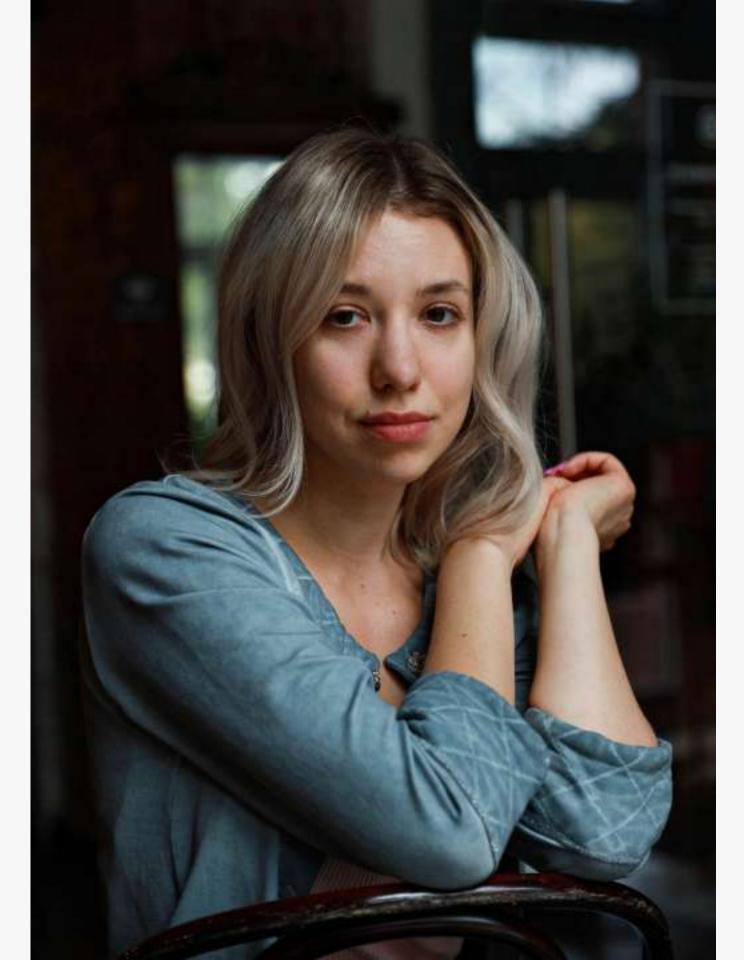
Sales and marketing

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Time zone UTC/GMT +06:00



We're looking forward to having you on board!

