

ready **4S**



## 2LIFE APP

PERSONAL TRAVEL ASSISTANT FOR ALL YOUR TRAVEL NEEDS

VERIFIED REVIEW  
5.0 / 5.0



## CASE STUDY

# PROJECT SUMMARY

2Life is an app that provides travel and lifestyle management services to overseas travelers. The main aim of this app is to ensure health & personal safety to the Chinese traveling to Australia.



The problem that this app solves is a language barrier between Chinese and Australian people. Thanks to 2Life in a case of an emergency, app users are able to contact someone who speaks their language (Mandarin, Cantonian or English) and who will know their location, evaluate their situation and get them the help they need. Services you can order include calling a police, ambulance or even a safe ride home. Besides health & personal safety features, 2Life allows you to order concierge services while you traveling, to make your traveling even more comfortable and stress-free.

**We all were impressed with the collegial attitude they brought to the project. The teams melded well and we believe we achieved a great result.**

- Stephen Katz, CEO at 2Life

# CLIENT'S OPINION

AN INTERVIEW WITH CLIENT BY CLUTCH.CO



## BACKGROUND

### **Introduce your business and what you do there.**

I'm the CEO of a Canada- and South Pacific-based tech startup. We have 10 team members and we provide travel and lifestyle management services to overseas travelers.

### **What challenge were you trying to address with Ready4S?**

We have a health and personal safety console and we wanted to enlarge the functions or features of our app to provide a concierge service. In order to do that, we needed a separate chat window and backend e-commerce payment service.

We developed a digital platform that brings together diverse services for easy instant access by overseas travelers. The traveler gets what they want when they want it, and we take care of the details.

The solution required a robust infrastructure to deliver travelers' requests to a number of call centers for instant deployment, bookings, confirmations, and e-commerce services.

The complexity of the project required us to find a company with a large and talented team to work alongside our team to help bring the idea to life.

# SOLUTION

## What was the scope of their involvement?

We had extensive online meetings and consultations with Ready4S to satisfy ourselves they were all the best fit for our team and project. Afterward, they worked together with our designers, development team and software testers.

Ready4S project managed and worked on our website and our Android and iOS mobile application. The consensus was the Ready4S developers are very knowledgeable, friendly to work with, and ready to help at any time.

We needed some design work as to where we could place a concierge icon to give the user a good experience without having too many buttons on the screen. They also built the app implementing the new feature. We had our own design and submitted suggestions to Ready4S. They provided some feedback and their own suggestions, and then we agreed on a screen that we were happy with. It was a great collaboration.

## How did you come to work with Ready4S?

We spent a lot of time searching for developers. We had several companies look at the earlier software we had and that gave us some insight into their skill level. We narrowed the field and spoke to some people who had given reviews on Clutch. We spoke to someone in Poland who knew of Ready4S. Our senior developer and test were both happy with them. They had more contact with Ready4S than I did.

## What is the status of this engagement?

We started working with them when we decided to make the shift to include the additional feature, to go from a health and personal safety service to including a concierge. We launched our website and our mobile application is currently in beta testing.

**We had a very good person who was responsible for this project.**



# RESULTS & FEEDBACK

## Could you share any evidence that would demonstrate the productivity, quality of work, or the impact of the engagement?

We haven't launched the app yet. We haven't completed testing yet because Ready4S is helping us with the console which hasn't been completed yet. We've tested the app on automation with our tester. He's satisfied with the app and signed off on it, but we haven't tested it on the console.

## How did Ready4S perform from a project management standpoint?

They performed very well. They were responsive and kept us updated through daily contact. We had our own tester and developer, and they were constantly in touch with them to see how things were going. As the project moved along, we had new features and changes to make to the original scope.

## What did you find most impressive about Ready4S?

We all were impressed with the collegial attitude they brought to the project. The teams melded well and we believe we achieved a great result. Currently, we are in discussions to work together with them on an additional feature.

## Are there any areas Ready4S could improve?

I have to wait to see how the applications perform on the console. We're satisfied with the build of the apps and website. How the app performs is how it communicates with the console and whether all the functions that we see in isolation on the app come to fruition on the console.

# RAITINGS

Overall score: ★★★★★

Quality ★★★★★

Cost ★★★★★

Schedule ★★★★★

Willing to refer ★★★★★

# ready4s

LET'S TALK ABOUT DRIVING  
YOUR APP IDEA TO SUCCESS.



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