

ready^{4S}



CREDIT AGRICOLE

AN APP FOR THOUSANDS OF CUSTOMER SERVICE REPRESENTATIVES

VERIFIED REVIEW
5.0 / 5.0



CASE STUDY

PROJECT SUMMARY

Thousands of customer service representatives are active **Credit Agricole App** users. Integration with internal IT staff and conscientiousness stand out as exemplary characteristics.



After another developer created an customer service-driven app's main screen, Ready4S completed development to give employees easier access to customer data.

There were 25 team members: two project managers, 10 developers, one business owner, five business consultants, four testers, and three UX experts.

- Former Sales Support Director, Credit Agricole

CLIENT'S OPINION

AN INTERVIEW WITH CLIENT BY CLUTCH.CO



BACKGROUND

Please describe your company and your position there.

I'm a partner at Win2.pl, but during the reviewed project, I was Director of Sales Support Tool Department in Credit Agricole, a French network of cooperative and mutual banks operating worldwide, hiring more than 150,000 employees and providing services to 2.1 million customers.

For what reason(s) did your company hire Ready4S?

Our app main goal was ensuring our clients calling on our helpline the best customer service possible.

What were your goals for this project?

We needed to equip our employees with a quick and clear access to our clients personal data. We decided that an app will be a perfect solution for that.

SOLUTION

How did you select this vendor?

Ready4S was recommended to us by the agency we cooperated with as reliable and willing to work under tight deadlines. This is why we decided to go with them.

Describe the project in detail.

We'd hired an external provider who designed the main screen of our app, but we still needed someone to implement the whole project to the already existing system infrastructure, which wasn't easy as it had to be achieved quickly and without any mistakes. After all, we couldn't just shut down our helpline entirely for weeks due to maintenance.

What was the team composition?

There were 25 team members: two project managers, 10 developers, one business owner, five business consultants, four testers, and three UX experts.

RESULTS & FEEDBACK

Can you share any outcomes from the project that demonstrate progress or success?

All of our customer service employees in Poland, numbering in the thousands, actively use the application.

How effective was the workflow between your team and theirs?

I am pleased with our effective cooperation with Ready4S. They fully accomplished the objectives specified in the project documentation. They recognize business objectives and cooperate successfully with the IT department in achieving expected goals. I highly recommend Ready4S as a reliable partner.

What did you find most impressive about this company?

They were particularly cooperative and have a good grasp of our business.

Are there any areas for improvement?

No. Our whole cooperation went really well.



RAITINGS

Overall score: ★★★★★

Quality ★★★★★

Schedule ★★★★★

Cost ★★★★★

Willing to refer ★★★★★



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YOUR APP IDEA TO SUCCESS.



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