



Website Hosting & Design for Coaching Company

PROJECT DETAILS

- 📁 Web Development
- 📅 Jan. 2019 - Ongoing
- 💰 Less than \$10,000

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PROJECT SUMMARY

A coaching company partnered with TNW Creations to implement updates to their existing website after seeing how responsive and capable they are as vendors.

PROJECT FEEDBACK

Thanks to the efforts of the TNW Creations team, the company is now busier with all of the inquiries coming in from all over the world. The company credits their growth to the platform that the team developed for them and received everything they needed from the partnership.



The Client

Please describe your company and your position there.

Rosia Bay is a Limited Company that provides senior executives with Coaching and Mentoring sessions. We are ICF certified as a PCC (professional certified coach) and support clients from the UK, USA and Australia



Alan Ball
CEO, Rosia Bay Ltd



Business Services



1-10 Employees

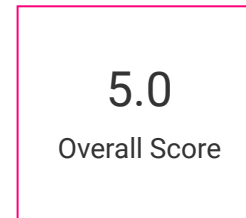
The Challenge

For what projects/services did your company hire TNW Creations, and what were your goals?

I used to host my site myself on Wix and before that Go Daddy. I came across Erin and the team as super users and asked for some updates. Clients and colleagues who comment on the site cannot believe that I use a developer in the USA rather than the UK.

I tell them, TNW have become friends as well as a supplier. The quality of work is exceptional, the prompt response is awesome, the value for what you receive in return is fantastic value. I now leave my site to TNW to manage, host, and ensure I am online and secure 24/7/365. There are lots of options around but for me TNW are best in class

CLIENT RATING



Quality: 5.0

Schedule: 5.0

Cost: 5.0

Would Refer: 5.0





The Approach

How did you select this vendor and what were the deciding factors?

I looked at several web design businesses for the design and hosting options. We took into account the following KPI's

Many of the businesses we approached were failing at number 1 KPI responsiveness. TNW are based in the USA, we are based in the UK, but we can honestly say that we have never had an issued with the pro active responsiveness from TNW

Describe the scope of work in detail, including the project steps, key deliverables, and technologies used.

We were looking for a complete website re-design, hosting options, security, email and continuous ability to update the site when needed. Once we had selected TNW we provided them with a brief and a feeling of how we wanted the site to look, how we wanted to include moving parts, pictures, options to pull in blogs and social media links etc.

Part of the project proposed by TNW was the ongoing advanced SEO, every month TNW scrape data from the site and measure its SEO effectiveness. We get regular reports on how the site is performing and alterations and tweaks are implemented as required.

How many people from the vendor's team worked with you, and what were their positions?

Our main contact is Erin who runs the business but we have had interaction and support from most of the team now.



The Outcome

Can you share any measurable outcomes of the project or general feedback about the deliverables?

Our site is definitely busier, we see new clients coming on from viewing the site across the world and the site underpins our business growth.

Describe their project management style, including communication tools and timeliness.

the team continually kept the business informed of activity, progress and timeline for completion on a regular basis. What we like about TNW approach is that they often provide information before its requested and its always reliable and relevant

What did you find most impressive or unique about this company?

The fact that the business is based in the USA in Texas has no bearing of disadvantage of use being in the UK. The response times and communication is impressive, its a culture adopted across the whole team and we love that.

Are there any areas for improvement or something they could have done differently?

Honestly, no, we received everything we wanted and more, there isn't one thing I would change

