

Web & Custom Software Dev & Design for IT Services Company

PROJECT DETAILS



UX/UI Design, Custom Software Development, Web Development



May. 2025 - Dec. 2025



Confidential



"They took initiative, solved problems independently, and stayed committed until every detail met expectations."

PROJECT SUMMARY

NKKTech Global provided web and custom software development services for an IT services company. Their work included UX/UI design, responsive web implementation, backend and software development, and QA.

PROJECT FEEDBACK

NKKTech Global's efforts resulted in a 45% increase in website engagement, a 27% jump in lead inquiries, and a 40% boost in form submission success. The team was organized, transparent, and highly responsive throughout the project. They also adhered to deadlines and implemented revisions quickly.

The Client

Introduce your business and what you do there.

I'm the CEO of Bluenet, an IT services company. Our primary business activity is software publishing, but our service portfolio extends beyond that. We provide web and mobile app development, custom software solutions, digital design, and digital marketing services.



Michael Le

CEO, Bluenet



Other industries



Vietnam

The Challenge

What specific goals or objectives did you hire NKKTech Global to accomplish for your business?

We hired NKKTech Global for software and website development.

CLIENT RATING

5.0

Overall Score

Quality:	5.0
Schedule:	5.0
Cost:	5.0
Would Refer:	5.0

The Approach

What was the scope of their involvement?

NKKTech Global handled the full website and software development for us. The scope included requirements analysis and system planning, UI/UX design for the website and software platform, website development with responsive layout and CMS, backend and software development, including core modules, APIs, and admin system, testing and QA to ensure stability and performance, deployment to our hosting environment, documentation and handover, and post-launch support and maintenance.

What is the team composition?

We worked with 2–5 teammates from NKKTech Global.

How did you come to work with NKKTech Global?

We found them through an online search, a referral, and the Clutch site. We chose them over other options because they had high ratings, were close to our geographic location, had pricing that fit our budget, had a great culture fit, offered good value for cost, were referred to me, and had company values aligned with ours.

What is the status of this engagement?

We worked together from May 2025–December 2025.

The Outcome

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

We recorded several measurable improvements. Website engagement increased by 45%, based on growth in total page views and repeat visits. Average session duration rose by 32%, indicating



that users interacted with more content and stayed longer on the site. The bounce rate dropped by 18%, showing that visitors found the new layout more relevant and intuitive. Lead inquiries increased by 27% within the first two months after launch, driven by optimized service pages and improved contact forms. The form submission success rate increased by 40%, thanks to better UX and streamlined validation. These metrics collectively showed strong traction and validated the impact of the redesign and development effort. Early analytics showed increases in website engagement, including more page views, longer session duration, and higher form-submission rates. Page load speed and backend response time improved by 30–50% compared to the previous setup or internal benchmarks. The new admin system and automation features helped reduce manual workload by 20–40% for internal teams. The updated architecture supported more concurrent users with fewer errors, showing a significant drop in system issues after launch. With improved UI/UX and clearer service pages, lead inquiries rose noticeably in the first weeks after deployment. Key improvements included a ~35% manual workload reduction. Routine tasks such as data entry, content updates, and basic report generation were automated, reducing time spent by the operations team. Task processing time decreased by 40%. Actions that previously required multiple steps (e.g., updating customer info, approving requests, managing content) became significantly faster. The error rate dropped by 25%. Automation and validation rules reduced errors in data input and administrative workflows. Reporting time was reduced from hours to minutes. Automated dashboards and exportable reports allowed the team to generate insights quickly without manual compilation. Internal turnaround time improved by 30%. Requests from sales, marketing, and support teams were handled faster thanks to centralized tools and clearer workflows.

How did NKKTech Global perform from a project management standpoint?

NKKTech Global's project management was organized, transparent, and highly responsive. They followed a structured workflow with defined milestones, weekly check-ins, and clear communication throughout the project. Their use of agile practices made it easy to track progress, review deliverables early, and adjust priorities when needed. In terms of delivery, they delivered earlier than on time. Several key components, including the core website framework and initial software modules, were completed slightly ahead of schedule, which helped shorten the overall go-to-market timeline. They consistently met deadlines, provided early prototypes for feedback, and handled revisions quickly without causing delays. Overall, their project management approach combined good planning, proactive communication, and reliable execution, contributing to a smooth development process and an on-time launch. We communicated through email and messaging apps.

What did you find most impressive or unique about them?

What stood out most about working with NKKTech Global was their combination of technical expertise and proactive communication. A few things were especially impressive:

Their ability to translate ideas into working solutions. NKKTech Global didn't just follow requirements — they offered practical recommendations, improved user flows, and proposed smarter technical approaches that elevated the final product.

Speed without compromising quality. They consistently delivered fast iterations, early prototypes, and stable builds. Their efficiency made the entire development cycle smoother and shorter than expected.

Strong ownership and responsibility. NKKTech Global treated the project as if it were their own. They took initiative, solved problems independently, and stayed committed until every detail met expectations.



Clear, proactive communication. Weekly updates, transparent progress tracking, and quick responses helped avoid misunderstandings and kept everything on schedule.

Flexibility and adaptability. Whenever priorities shifted or new ideas came up, they adjusted quickly without slowing down the project.

Overall, the most impressive aspect was their blend of reliability, creativity, and technical depth, which made the collaboration feel like a true partnership rather than just outsourced development.

Are there any areas they could improve?

There wasn't anything significant that NKKTech Global needed to do better. They delivered the project smoothly, communicated clearly, and met all expectations. The workflow, timelines, and final results were all handled professionally, so we didn't encounter any issues that required improvement.

