



During 2020, Bombieri has been helping the governments of small cities by providing their service free of charge to stores with home delivery.



Client Overview

The client is a regular family in a small city that needs to buy food, health products or any other essential product or service during Covid-19 lockdown, when most people can't leave their homes.

Project Overview

Bombieri has been collaborating with the government's team members, devising the best strategy for every stage of the development process.

Bombieri has shared its knowledge and expertise in the following areas:

- ◆ Design of solution.
- ◆ Scaled platform development.
- ◆ Client Onboarding strategy.
- ◆ Digital content.
- ◆ Customer support.

Onboarding strategy

The onboarding strategy was so effective that it allowed us to launch every city platform in only 3 days. After that, Bombieri's team kept updating stores data on a daily basis.

Customer support

Throughout the entire process, Bombieri supported the users, both administrators and end users, sharing its knowledge and drawing on its vast experience in each implementation.

Web team

Bombieri's web development team was in charge of building an agile platform, which is also very versatile, so that those users who do not have the latest technology can also access the tool.



Takeaways

Bombieri has been able to solve, at the right time the need for direct contact with the stores that offer home delivery in each city, in a complex and highly uncertain context.

During the context of COVID-19, Bombieri was able to understand our team needs by designing an e-commerce platform in a very short time. Bombieri's technical support was agile and effective.



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