



Building a Smarter Web.

Case Study

# Acquia Digital Development Partner

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# ABOUT IMAGEX

Founded in 2001, ImageX is a technology & web agency with a global reach. We've helped brands across the world such as Disney, Apple, YMCA, Samsung, Adidas, Adobe and Stanford University architect complex technical solutions and create meaningful digital experiences through user experience, content strategy, stunning visual design and ongoing digital strategy.



Stanford  
University

Disney



SAMSUNG

# THE PROJECT

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Subcontracted Drupal  
8 Implementation for  
Tech Firm

## INTRODUCE YOUR BUSINESS AND WHAT YOU DO THERE.

I'm the project manager at a technology company. ImageX was subcontracted to migrate data from an existing Ektron site to its recently developed Drupal 8 counterpart.



## THE CLIENT

Leader in enterprise open source  
solutions.



## THE OPPORTUNITY / CHALLENGE

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### WHAT CHALLENGES WERE YOU TRYING TO ADDRESS WITH IMAGEX?

For our own internal projects, we generally have a program manager, who in this case is me, and then also a technical architect. We then hire partners to come in and help with the day-to-day activities and the development. That is true of all of our larger projects, and that was the case with this particular one as well. ImageX got involved with a project for an end-customer of ours.

**“I NEVER HAD TO WORRY ABOUT ANYTHING.”**

## THE SOLUTION

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### WHAT WAS THE SCOPE OF THEIR INVOLVEMENT?

ImageX was part of our initial kick-off meeting, and that's where we gathered a lot of the requirements. ImageX was involved from the initial client meeting to the end of the project. The site has been in Ektron and the client wanted to move to a new CMS. ImageX built the site in Drupal 8 and they were specifically working on the frontend and backend development.

They weren't just working on basic pages and press releases, but also helped with important functionalities like translation, and if somebody was coming in from a certain region, for example, being able to figure out kind of what language the site should show up in. ImageX worked with our team and also the client. They provided one project manager, two developers and one person for QA. It took a week or two to put the team together.





## **HOW DID YOU COME TO WORK WITH IMAGEX?**

Our director of professional services was the one that suggested ImageX. She knows of their work and speaks of them very highly. Generally, we go to the partner firm and say this is who we're looking for and then they'll put together some resumes and we actually go through and interview them as well. Our company had worked with them in the past but this was the first time I personally had worked with them.

## THE RESULTS & FEEDBACK

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*“Their project manager was extremely thorough. I never had to worry about anything.”*

### HOW DID IMAGEX PERFORM FROM A PROJECT MANAGEMENT STANDPOINT?

We talked to their management team about their work ethic and from a project management perspective, their project manager was extremely thorough. I never had to worry about anything. There are times, honestly, where we kind of have to look over somebody's shoulder to make sure that they're doing what they need to do but she's very self-motivated and self-starting and I would say that same feedback for their development team and for their QA.

They don't just take requirements and do exactly what you say. They really think through the process. They throw back ideas of things that could make the project better. They're willing to get involved with the client and help them along with what they need and really motivated to do the best job that they can. I feel like they went above and beyond my expectations. We did not experience any turnover in the team. We use JIRA as our bug tracking software. The project was remote.



## WHAT DID YOU FIND MOST IMPRESSIVE ABOUT IMAGEX?

I have worked with several different firms throughout my career and I see ImageX has a willingness to learn. For example, we have a brand-new system of doing work technologically at our company. They were able to dive right in and figure out exactly what they needed. This is the fastest ramp-up for a project that I've had.

## ARE THERE ANY AREAS IMAGEX COULD IMPROVE?

Even when we talk to their management team, some of it was just getting used to our process, but that's true of anybody. If I was thinking about constructive criticism, I don't think there's anything that I would say ImageX, in general, needs to improve on. I think they're a really strong company and we were extremely happy with the work that they did for us.

## IMAGEX RATING

Quality: **5/5**

Schedule: **5/5**

Cost: **5/5**

Willingness to Refer: **5/5**

Overall Score: **5/5**



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