



# UI/UX Design Services for VoIP Communication Solutions Co

## PROJECT DETAILS

 UX/UI Design, Product Design

 Jan 2022 - Ongoing

 Confidential



*"Density Labs' management is quite responsive."*

## PROJECT SUMMARY

A VoIP solutions company has hired Density Labs to enhance their design team's capacity. Density Labs provides resources who have designed key elements of a new app, done concept work, and created prototypes.

## PROJECT FEEDBACK

The client is happy with Density Labs' work and their time to completion. The team integrates well with the client's in-house team, using Jira for project management and delivering on or ahead of time. Their high-quality resources are valuable contributors to the client's projects and culture.



## The Client

Please describe your company and position.

I am the Manager, Product/UX Design of Ooma

Describe what your company does in a single sentence.

Ooma provides high quality and great value VOIP communications solutions to businesses and private customers.

## The Challenge



**Kevin Dyck**

Manager of Product & UX Design,  
Ooma

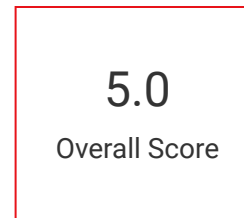


Telecommunications



Sunnyvale, California

### CLIENT RATING



Quality: 5.0



Schedule: 4.5



Cost: 5.0



Would Refer: 5.0





## The Approach

How did you find Density Labs?

Ooma was already using Density Labs for software development

How many teammates from Density Labs were assigned to this project?

2-5 Employees

Describe the scope of work in detail. Please include a summary of key deliverables.

Our Density Labs designers have been responsible for designing key elements of our new app. The team has primarily done concept and design work, as well as creating prototypes and contributing to usability research.

## The Outcome

What were the measurable outcomes from the project that demonstrate progress or success?

Our primary metric is time-to-completion.

Describe their project management. Did they deliver items on time? How did they respond to your needs?

We integrate the Density Labs designers with our in-house team and manage everyone's time the same way, primarily using Jira to allocate work. The Density Labs designers are generally delivering work within or ahead of expected time-frames.





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

The quality of the staff that Density Labs provides us is very high. The team consists of 3 junior designers and a team lead, all of whom are valuable contributors to the projects they work on but also overall team initiatives and culture.

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

Density Labs' management is quite responsive and if ever there is an issue to discuss it is dealt with expediently.

