

Custom Software & Mobile App Dev for Laptop Manufacturer

Project Summary


THE REVIEWER

Business General Manager,
Dynabook Hangzhou




alex xiang


 IT Services

 Hangzhou, China

 1,001-5,000 Employees

 Online Review

 Verified

 Verified by Clutch

5.0



Quality 5.0

Schedule 5.0

Cost 5.0

Willing to Refer 5.0

Hengtian provides development for an AI app and system testing services for a laptop manufacturer. The team has also provided demand analysis, architecture design, and coding development since 2007.

The Client

Please describe your company and position.

I am the business general manager of Dynabook Hangzhou.

Describe what your company does in a single sentence.

Dynabook Technology (Hangzhou) Inc. is located Hangzhou China. With a registered capital of 34 million USD. The company is primarily engaged in:

R&D, manufacturing, and sales of laptop computers and their peripheral devices

Manufacturing of smart meter communication terminal equipment

Providing testing and consulting services for electronic products

Offering intelligent manufacturing and AIoT (Artificial Intelligence of Things) solutions.

The Challenge

What specific goals or objectives did you hire Hengtian to accomplish?

Development Services about AI related application

Testing Services for Laptop-related software system

The Solution

How did you find Hengtian?

Referral

Why did you select Hengtian over others?

High ratings

Close to my geographic location

Pricing fit our budget

Great culture fit

Good value for cost

Company values aligned

How many teammates from Hengtian were assigned to this project?

40

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

Since 2007, we have maintained a cooperative relationship with Hengtian. They have provided services including demand analysis, architecture design, coding development, and system testing. Our main collaborations encompass customized pre-installed OS image development and embedded software development, ensuring that every new model delivered to clients is equipped with the latest operating systems, software, and drivers. recently the smart solution software development was added.

The Feedback

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

Leveraging our privately owned Wendao document storage management system, we have centralized internal data governance, ensuring rigorous protection against leaks of confidential materials. To enhance workflow efficiency, we have also seamlessly integrated core document management functionalities into our meeting systems. Looking ahead, we are poised to launch the groundbreaking Document+Meeting product series, engineered to deliver secure, intelligent solutions while driving revenue growth through global market expansion.

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

Hengtian provides services such as demand analysis, architecture design, coding development, and system testing. The main services include customized pre-installed image development for operating systems and development of system-included software, ensuring that each new model shipped to the client is equipped with the latest operating system, software, and drivers. They employed agile methodologies, breaking down complex projects (e.g., Development of Smart New Energy Power Systems, Office

Expansion Software for AR Glasses XR Systems, AI Inspection Tools for Smart Factories, and Video Conferencing Systems), adjusting timelines to align with our production schedules.

Timely Delivery:

- Most deliverables met deadlines, even for multifaceted projects like integrating AR glasses with office systems.
- Their focus on risk anticipation, such as prioritizing critical features for systems, minimized disruptions.

Responsiveness to Needs:

- Flexibility was key. When we requested mid-project adjustments (e.g., adding laptop compatibility tests or refining AR glass UI/UX), they reprioritized tasks efficiently without compromising quality.
- Proactive communication stood out. For custom software testing, they regularly sought feedback, refining test protocols to match evolving requirements. Their team even proposed innovations, like combining AI inspection data with our existing factory analytics, enhancing outcomes beyond the initial scope.

Summary:

Their blend of technical expertise, proactive planning, and client-centric communication made complex projects manageable. We appreciated their ability to balance speed with precision, ensuring both deadlines and quality expectations were met.

What was your primary form of communication with Hengtian?

In-Person Meeting

Virtual Meeting

Email or Messaging App

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

Proactive Risk Management: They anticipated challenges (e.g., aligning software updates with production schedules) by prioritizing critical features and adjusting timelines, ensuring timely delivery without compromising quality.

Deep Technical Partnership: Beyond standard development (coding, testing), they offered innovative solutions.

Adaptive Collaboration: Their teams responded swiftly to project requests. Also Hengtian team with a positive attitude, backed by transparent communication and a willingness to refine workflows based on our feedback.

What made Hengtian truly unique was their balance of speed, precision, and innovation—they didn't just execute tasks; they acted as a strategic ally, ensuring every deliverable advanced our business goals.

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

Hengtian's project management impressed us with its agile adaptability and client-focused approach. Deliveries were consistently on time, even for multifaceted tasks, thanks to their prioritization of critical features and transparent communication. When we requested mid-project adjustments, they responded promptly, reprioritizing tasks without compromising quality. Their collaborative mindset—coupled with technical innovation ensured outcomes aligned seamlessly with our evolving needs. Overall, their blend of efficiency, flexibility, and strategic partnership made them a reliable and valuable ally.

The Feedback

"They offered innovative solutions."

— Business General Manager, Dynabook