Shinetech Software, Inc. | Global Client Case Study

Providing Easy Cash Access Services and Speed-to-Market Delivery

Our client was looking to expand their existing terminals into user-friendly kiosks offering ATMs, Cash Advances, and Check Cashing. They needed a reliable partner who could quickly implement the new features and test the enhanced kiosks. Shinetech completed the feature enhancements, continued with development and QA work, and has established a long-term collaborative relationship with the client.

SHINETECH
SOFTWARE

Providing Easy Cash Access Services and Speed-to-Market Delivery

The Client

Our client is a leading provider of cash access services. Their services and products include a state-of-the-art Electronic Check Cashing platform, an Electronic Cash Advance system, and multi-function kiosks. They operate nationwide in the United States.

The Challenge

Our client wanted to expand their existing terminals into user-friendly ATMs, Cash Advance, and Check Cashing kiosks. They needed a software development partner to help implement and test this enhanced kiosk product. On-time delivery was key, as they had not been fully satisfied with the quality and efficiency of the previous vendor. The client chose Shinetech based on our team's delivery quality and understanding of their product, which was demonstrated during the free trial period.

The Solution

A ten-member team was assigned to the project, which included developers, testers, and a project manager. They started by implementing feature enhancements and soon took responsibility for all development and QA work for the client. Now, the team is building a new, lighter software system for the kiosk terminals, mainly using WPF and ASP.NET technology. The testing team also built an automated testing framework, allowing test cases to be run quickly and repeatedly. This can be a cost-effective method for regression testing.

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Our client and development team continue to work in close collaboration. Business requirements provided by client are analyzed and turned into development tasks in the backlog. Daily reports summarize progress, including comments for items that have yet to be finished. We also use product demos to share the output and answer any questions the team may have.

The Shinetech team works independently under the guidance of a client product manager, and has received onsite training for the actual kiosk hardware. This enables us to provide services all the way from requirements gathering through final testing.

The Result

The enhanced kiosks are now in use throughout the U.S. The client reached their goal of providing end-users with a convenient and easy-to-access solution. Shinetech is already working on new features for the next version of the kiosk, and our collaboration will continue long-term. Our client plans to increase the size of our team this year, as well as involve us in the development of a new POS product.

Main technologies: WPF, ASP.NET