



kaapi  
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# CASE STUDY



**DELIVERING NEW WAYS OF WORKING TO ENHANCE CLIENT  
PERFORMANCE AND PROJECT DELIVERY**

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# CASE OVERVIEW

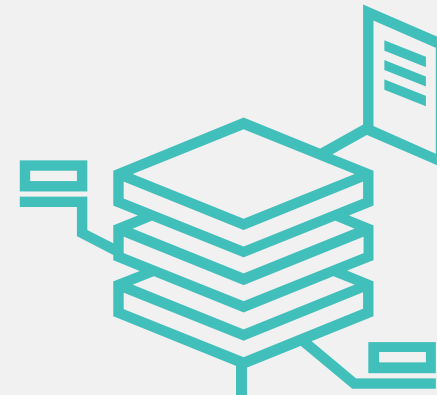
**Born Digital Studio** is a leading digital product and development company and web design agency based in Malta.

The experienced team deliver fully bespoke projects designed to enable their clients to stand out from their competitors, focusing on design, accessibility, performance, user experience, security, and ease of use.

The business operates an agile studio capable of taking on projects of any size and scope.

# THE PROBLEM

**Born** needed additional support managing a number of concurrent projects. Project management was a particular challenge for the team. They also required expertise to help structure and manage the overall workload, while also bringing in additional expertise to complement the in-house team.



In addition to these immediate pressures, the business needed to upskill the team and upgrade its software development processes to create capacity to meet increased demand.





## THE SOLUTION

KaapiSoft began this project by addressing the overarching challenge of managing and coordinating the firm's multiple work streams. KaapiSoft achieved this by implementing project management structures and controls and aligning these with industry best practice.

KaapiSoft were then able to slowly introduce coding patterns and new ways of working, to improve overall efficiency. Alongside these new processes and practices, KaapiSoft introduced new methodologies such as streamlining source control, requirements gathering documentation, better project management using standard Kanban tools and introduced Scrum principles. This helped to improve performance and enhance staff accountability, supporting colleagues through a mentorship scheme. This allowed us to help upskill the team in a supportive way.

Finally, KaapiSoft streamlined the organisation's internal communication processes, focusing on regular team updates, progress reporting and adoption of project management tools such as JIRA and Teamwork software.

# THE OUTCOMES

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The new ways of working that KaapiSoft has introduced have helped everyone in the Born Digital Studio team to work more efficiently and effectively.

KaapiSoft has managed to significantly reduce the number of issues that the team experienced during project delivery and the new way of coding that it has embedded means that the overall product quality is more robust and reliable.

As there are fewer issues to manage, the client is able to focus on business growth while staff are more productive.

Born Digital was very happy with KaapiSoft's work, which has addressed all of their original project objectives. Overall project delivery was now much improved with work delivered ahead of schedule and to a higher quality standard than it was previously.



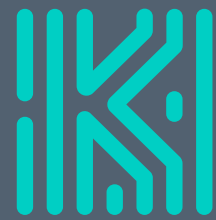
# CLIENT TESTIMONIAL

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*"It has been a pleasure working with William and the team at Kappisoft. Using their vast experience, we have been able to put in place new ways of working that have benefited our entire team and our clients. Anyone given the chance to work with KaapiSoft should jump at the chance"*

- Calvin Briffa (Managing Director)





## ABOUT US

**KaapiSoft** is a software development company based in Malta, EU. We specialise in end-to-end custom software development solutions.

We support businesses, organisations, and individuals in their digital transformation journey by integrating systems together through automated workflows. With that, we help them build scalable digital applications, in budget.

Our services range from web and mobile app development to software consulting across industries - from technology, telecommunications, architecture, and logistics solutions.

**06**

**WE UNDERSTAND THE SPECIFIC & DELIVER THE PARTICULAR**