The company

Based in the Netherlands, Cobrowser is a small company delivering Live Chat and Cobrowsing software. Built with Symfony 2, their applications are specially designed to allow visitors to immediately call for assistance using Live Chat.

The problem

Although Cobrowser had already chosen Symfony 2 and built their site, their team was experiencing some technical difficulties developing their new ACL structure and decided to call in SensioLabs experts. “Security and stability are very important factors for us which is why it was imperative to involve SensioLabs when we decided to develop our new ACL structure,” Frank Leegstra, Account Manager, Cobrowser.

“We use Symfony 2 as the fundamental base for the next generation version of our Live Chat and Cobrowsing software and would recommend using their services to anyone who wants a quick, solid solution for fundamental design issues.”

Frank Leegstra, Account Manager, Cobrowser
Current studies show that approximately 60% of potential customers leave a website during the process of ordering a product when encountering a lack of information. With statistics like this, Cobrowser couldn’t take any chances on their new ACL structure.

After a brief meeting with Cobrowser, SensioLabs immediately identified which technical aspects of the new structure were holding up development. Our Expert Mission covered the following points: audit of existing development, corrections and tools for each problem area, delivery of corrective code and transfer of all information to the development team. “In this project, we worked with true experts having in-depth knowledge about Symfony 2. This helped us to develop a better, more solid solution within a very short time frame,” Frank Leegstra, Account Manager, Cobrowser.

To say that this Expert Mission was a success would be an understatement. SensioLabs and Cobrowser not only worked together quickly and efficiently, but accomplished the mission so fast that they didn’t lose any time or money!