

About Our Client:

Offering top of the line tactical gear and accessories from the highest quality manufacturers, Elite Tactical Components has built a reputation for being one of the best online tactical retailers around. Even as it expands its online store to offer a wider range of products, the company remains dedicated to listening to its customers and providing the excellent customer service that they've become known for.

The Challenge:

For the past two years, Elite Tactical Components had been experiencing a variety of error messages from both its database and Magento. The company went to several other developers, all of whom only patched up the problems without really digging for a permanent solution. In some cases, these developers even caused additional error messages to appear, further complicating the problems. Frustrated by the valuable time these developers had wasted (as well as the money), Elite Tactical Components was almost ready to give up on Magento altogether. However, they decided to give the platform one last time and came to Creatuity with the hopes of finally resolving the issues that were impeding their growing site's performance.

The Solution:

The first step Creatuity took in providing Elite Tactical Components with a solution was taking a look at the specific error messages to see if it really was Magento that was the source of these troubling issues. Our development team quickly investigated each individual issue and realized that the majority of the errors were actually caused by poor quality code and other mistakes made in previous development stages. Within hours, our team was able to diagnose the cause of a majority of the error messages and began to repair the issues immediately. Using Creatuity's rigorous, high quality coding standards, our development team was able to create permanent solutions to the errors that had been plaguing the client for years now. Looking forward into the future, Creatuity will continue cleaning up the site and improving performance to give the owners the valuable time they need to build their already growing business and not worry about development woes.

The Results:

- Rapid permanent and quality solutions to frustrating error messages that were effecting site performance
- Repair of issues left by previous developers to decrease likelihood of future errors.
- Improved performance enhances the user experience and handles growing traffic efficiently

"We have consistently had developers that try to put a band-aid on issues we tell them are going wrong, and they never truly fix the issue... I am amazed that in a very short time, you were able to diagnose a number of problems and provide us with solutions. Not to mention, the timeliness in which you responded and kept us updated is exactly what we are looking for... You guys went above and beyond and we just wanted to thank you for that."

- Tiffany LeDoux
Co-founder of Elite Tactical
Components

Client Profile

Location:

Tempe, AZ

Industry: Tactical gear and accessories

Services: Magento design and development, Magento Support