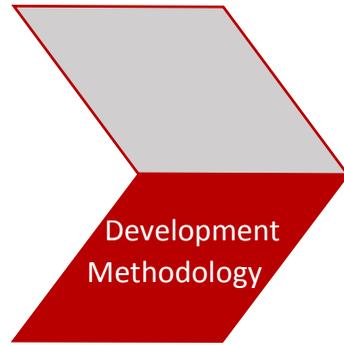
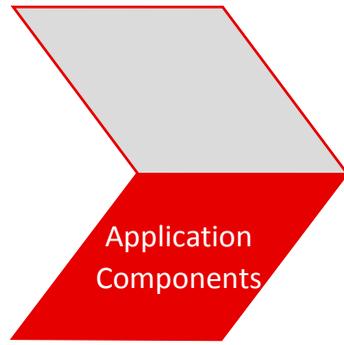


Our team works to ensure that we are an extension of your team. Understanding your application, and more importantly your vision, is the key for success. Our **Design Done Right** approach is the foundation necessary to ensure a complete understanding of all the important factors that lead to your custom solution.



Our team will start by understanding the purpose and use cases for your application.

Your value proposition in the marketplace helps us see the business from your perspective. By getting an overview of your product we can start to become an extension of your team.

Once we have a depth of knowledge regarding your application objective, we can dig into the details of your design.

Diagraming the architecture of your application with the key components drives decisions surrounding server specifications and configurations. We also want to understand the key technologies you are using and any compliance requirements we need to plan into the design.

Whether you use waterfall or an agile approach to development, we want to understand the internal development methodology and determine its impacts to the process. Learning how your team is structured, the timelines they use, source code control and your release cycle plans will drive us to make the best determination of how to support you moving forward.

We want to work directly with your team to support deployments of new features to your application. To do this efficiently, we will take time to design a deployment process, determine a release schedule, identify key resources, and define critical testing necessary for success. We will employ our change management process to track these efforts and work to understand how to support your internal requirements for change tracking.

Our team is not only committed to supporting you as a customer, we also want to provide best-in-class support to your customers. As an extension of your team, we know it is key to be aligned on the expectations and experiences of your customer. Help us understand their level of visibility and sensitivity to maintenance windows or system interruptions and all communications surrounding these activities.

How do you measure success for your application? Key metrics will be defined along with the frequency and data formats to provide you ultimate visibility. Determining the process our teams will use for incident management and communication on-going will set the building blocks for the relationship.