Unusual Technologies

Working Together

Working with a development team to create your software can be a daunting task. Projects with a creative, subjective element, makes the challenge even greater. Fortunately Unusual Technologies specialises in helping clients navigate these issues and produce a great product.

This document explains the work process we use to help with this and gives some general information about what is involved in working with us so you know what to expect. It is by no means exhaustive, so please feel free to ask us questions at any point.

Getting started

The start of every collaboration is different depending on your needs. Generally, after a free call to meet each other and discuss the basics, we recommend commissioning us to produce a project plan that includes the following:

- Investigating existing resources e.g. designs, code, etc.
- Documenting our findings e.g. list of hardware required, additional design specs, etc.
- Quoting time and costs

This stage will produce documentation that you will own and can be used to get comparison quotes from other developers.

You will be charged £500+VAT for this service.
This represents one day of pre-production work, spread over around a week, to allow time for back and forth communication and clarifications.

In some cases, our initial research will reveal the need for extensive additional investigation or design work. If this occurs, we will alert you and offer to proceed with the additional work at the same rate as above.
In the event you do not wish to proceed, we will instead produce a report suggesting what we have learned so far and what additional work needs to be done, alongside our best efforts at a quote given the limited information available.

Once the project plan has been completed, a contract and initial deposit and payment will be arranged for the development stage to begin.
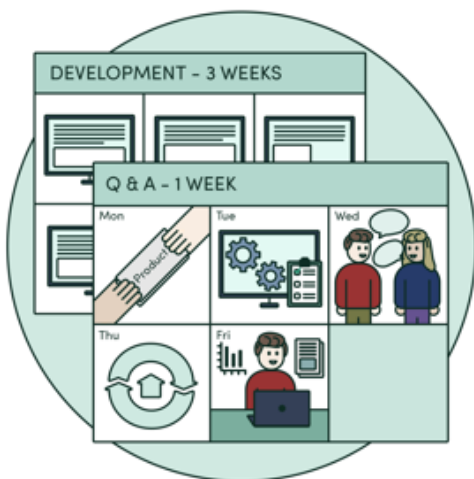
Cycles

We work in four-week cycles. This includes three weeks of development time called a "sprint" and the final fourth week called the "client review week".

Three-week sprint

Cycle start dates are not set for each client but instead based on the Unusual Technologies calendar.

We will try to start you at the same time as our next cycle begins, where possible. Otherwise your first cycle may be longer or shorter than usual.

Client review week

Starts after the above three-week sprint.

We will usually get the project to you early in the week for you to review and give us feedback. We can make minor changes and updates to the delivery in this week as well as plan for any major changes in future cycles.

Payment

Short projects

For projects of two cycles or less, we will discuss a custom payment system. The rules below apply to projects of 3 cycles or longer.

Deposit

All estimated start dates, end dates, prices, timeframes and the overall design, are only guaranteed for 14 days or when both the contract is signed and the deposit has been paid.

The deposit is non-refundable. It covers us for the missed opportunity cost of keeping that timeframe free for your project. If the project start date is moved, we will consume the initial deposit and require a new one at a rate proportional to the change in date from the original point.

The deposit is valued at the cost of one cycle.

We will not begin a cycle until payment has been received. With the deposit, this effectively means you must pay two cycles in advance once we begin working.

Deposit refund and final payment upon project completion

The second to last cycle does not require payment before we begin - we will consume the deposit at this time.

The final cycle does not require payment before we begin - we will request this upon project completion so the client has a chance to see the fully completed project before the final payment.

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Extensions

If the client desires more time, they may request additional cycles or a partial cycle. We will always try to create space for this as long as a full cycle's notice has been given.

Client-based delays

In creative projects, client-based delays that affect the schedule can happen, such as

- changes to the design
- delays in sending payment
- delays in sending files/assets
- delays in sending information

Where these occur, we will discuss the best course of action with you, which may be one or more of the following:

1. changes to the end date
2. additional charges
3. modified design

We look to have a healthy working relationship where there is understanding of each other's circumstances and reasons for delay. Changes to the design are especially important for successful, agile projects and we encourage them where it improves the quality of the final product.

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Project wrap-up

Ends upon receiving:

1. Video reference
2. Final payment
3. Access to a repository or location to send the deliverable

If we do not receive all of the above, we have the option to retain the rights and withhold the deliverables.

Once we have received the above, you will receive:

1. Full rights to the project
2. Delivery of the finished product
3. Publication to stores (where requested)

Note: Until this point, all versions of the product you received will be time-based demos.

Repository

Where source code has been paid for, you must set up a means to receive it. We can send one large folder but we recommend a repository, such as GitHub which is free to use.

If there are a large number of assets, the project will require Large File Storage (LFS) support which has running costs.

Alternatively we will store the project for twelve months after the long term support period has ended.

Publication

You must provide the account for the store you want published on. We can help guide you through this process.

Alternatively, we can use our account to publish the game for as long as you set up and maintain a direct debit to cover management fees. The project will be removed from the stores after a month without payment. Free updates are not included.

Video reference

It is in all our interest to be proud of the work we produce. As such, we ask you to agree to be filmed or film yourself answering the following questions:

1. Can you introduce yourself and your role?
2. What was the project you worked on with UT?
3. What went well with the project or working with UT?
4. Would you work with us again?

You are free to answer them however you like.

Here are some previous videos to give you an idea:

https://www.unusualtechnologies.com/about-us/#clientstories

Promotion

We are free to use any promotional material you create for the product we developed in our own promotional material. We are also allowed to use your

name, trademarks and logos relating to the product in our own promotional
material.

Quality Assurance

There are three main areas of QA for software
development. Making sure that the software:

- Meet client requirements
- End-user satisfaction
- Is bug-free

Meet client requirements

This will be tested at least every four weeks during the "client review week". You
will be in charge of reviewing the app and deciding whether it meets the
milestones. Any deviation in how you imagined it should be discussed and a plan
for updates should be agreed. We will offer support and advice on the design and
we will use this to set a course of action in the further development stages.

End-user satisfaction

It can be difficult to perfectly predict what the end user needs or wants.
Sometimes clients request features or designs that do not work for the end user
in practice, especially in creative projects.

To avoid this, it is a good idea to arrange a detailed plan around user testing and feedback that runs throughout the project to make sure the end user is satisfied. The client can arrange these tests independently or ask for us to help in some capacity.

Note: We will not carry out this work by default in our quote. If you would like us to work with you on this area, it should be made explicit and added as an extra to the quote.

Bugs

The software team tests as they develop with a dedicated test period each cycle before the client review week. You will also be able to raise awareness of any issues they experience during their testing phase. We always aim to be near feature-complete before the final cycle so we can focus on bug testing and fine-tuning the app before completion.

Larger projects (12 months +), load testing or 'live' projects(software that is used in shows or exhibits), can sometimes benefit from specialised bug testing. This can be handled in different ways:

1. Unusual Technologies - the most expensive option and not always available
2. Client management of an outsourced specialist - the cheapest, but requires experience to do well
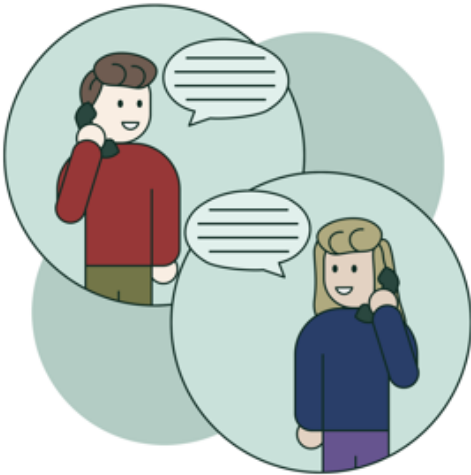3. Unusual Technologies management of an outsourced specialist- the best balance between price and experience

We heavily recommend the last option as it reduces costs, ensuring the QA is excellent and focused in all the right areas.

Long-term support

As part of our standard offering, unless explicitly stated otherwise, we supply long-term QA, starting immediately after our last cycle ends. This lasts for as many paid cycles as the development took.
We aim to deal with issues as quickly as possible and will aim for them to be dealt with in the following UT cycle period after the report was made.

Platform support

Unless explicitly stated otherwise, we will not support devices older than 5 years at the point of the project completion.
Similarly, we will not support browsers with less than 1% market share on the project start date.

Anything else?

Do you have more questions? Email Douglas directly: douglas.kelly@unusualtechnologies.com