



# How we build **your software**

[www.tsh.io](http://www.tsh.io)





# Software development for those who expect more

The Software House is a technology partner for the most demanding companies. With **7 years of experience** and **130+ specialists on board**, we offer a complete range of custom software development solutions: web and mobile development, product design, DevOps services and quality assurance.

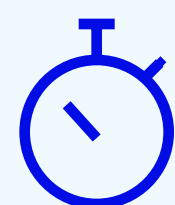
For years, we've been helping clients in need of **PHP and JavaScript development** which makes us a real powerhouse when it comes to these technologies. We've got experience in developing custom software for **startups, enterprises**, public and government companies. While our clients represent various trades, over the years we've specialised in **fintech, marketing automation and employee benefit systems**.

The Software House was awarded a place in two prestigious rankings: **Deloitte Technology Fast 50 CE** and **Financial Times 1000**.





## Our process is Agile. Why?



**We work quickly and efficiently**  
using a software development process  
based in Scrum



**We regularly provide you with  
new versions** of the software  
product



**We can easily adapt to scope  
changes** according to your business  
needs



**We encourage effective  
teamwork** with everyone focused  
on the same goal – your success



**We're fully transparent**  
and provide frequent progress  
updates



**We can start the project quickly**  
based on high-level requirements



**You can start small and scale the  
team** along with your business



**We believe that communication  
is key.** We work with people, not  
documents

# Our people will help you succeed

- 01 **Teamwork is totally transparent** – you have direct contact with each team member
- 02 **Communication is crucial** to our employees and we always encourage everyone in the team to ask questions freely
- 03 **Team composition is tailored to your needs**, based on people's technical and soft skills
- 04 **People are 100% focused on your project** – we rarely split a person's time between different clients
- 05 **You can scale your team up** when you feel that your business needs it – we've done it multiple times
- 06 **We help our employees get better** by organising training sessions and providing a generous conference budget
- 07 **Many of them are true tech evangelists**, publishing articles [on our blog](#), speaking at conferences and at our [meetup](#)
- 08 **Everyone speaks English** so there's absolutely no language barrier when working with our people

# We use reliable tools and technologies

## PHP



## Node.js



## Frontend



## Mobile



## Automated testing



## Infrastructure and DevOps



## Databases



# We use the best development practices

- 01 **Jira-based project control**, including task estimation and progress tracking
- 02 **Coding standards** following SOLID and Clean Code principles
- 03 **Code reviews** carried out by other developers
- 04 **Version control** using Git and pull request flows
- 05 **Thorough software testing**, including unit, integration and end-to-end tests
- 06 **Automated tests** developed for the most important parts of business logic
- 07 **DevOps support** resulting in modern and scalable architecture and infrastructure
- 08 **Continuous deployment and integration** using Bitbucket Pipelines or Jenkins

# Our Quality Assurance team is there for you

Delivering high-quality products is our main goal. That's why our Quality Assurance Specialists and Automation Engineers are an integral part of the development teams and are involved in the product development from the very beginning.



## QA Specialists:

- perform software tests using variety of devices
- provide QA feedback in each phase of the project
- define quality standards in the project and supervise their execution
- introduce TSH quality gates in the project



## QA Automation Engineers:

- implement automated regression tests
- develop internal tools for the QA team
- develop our custom end-to-end test automation framework [Kakunin](#)



## Benefits of our approach to QA:

- the QA Specialist helps with describing the project's requirements
- by removing the cost of bad quality, you are able to stay within the budget
- you are provided with extremely fast feedback thanks to automated tests
- new releases of your software product are more predictable
- you get bug-free software, so you never need to test it on actual users

# We provide world-class DevOps services

The DevOps Engineers team helps with setting up the architecture of our software solutions, making sure that your product is highly secure, stable and scalable – in order to survive the massive traffic your business can expect. Knowing that each software project is different, we offer DevOps services of various complexity.



## Enterprise-grade solutions:

- based on a sophisticated architecture with advanced mechanisms like autoscaling, redundancy and failovers
- highly reliable, able to handle high-traffic, compute-hungry applications and platforms
- distributed and secure



## Lightweight solutions:

- low-cost infrastructure
- simple architecture without any unnecessary complexities
- easy to handle, not requiring advanced nor costly skills
- fast and painless to set up



## Technology stack:

- Kubernetes
- Helm
- Docker
- Jenkins
  
- Google Cloud Platform
- Amazon Web Services
- Microsoft Azure
- Digital Ocean for smaller projects



## We care about effective communication



### Slack

for ongoing daily communication



### InVision

for presenting wireframes & designs



### Jira

for project management



### Google Docs

for collaborating on documentation



### Bitbucket

for code-related matters



### Google Hangouts

for video conferencing

#### ► Daily standups

Short meetings during which we summarise what was done the day before, what will be done next and inform each other about possible obstacles. After every daily standup, we create a short Slack report.

#### ► Sprint reviews

Live demos of new versions of your software, presented at the end of each sprint. Also, a Jira report is delivered with a list of all features delivered, the velocity of the team and the exact burndown rate.

#### ► Monthly meetings

Meetings during which we deliver a high-level overview of the project. We discuss the overall progress, the budget usage and everything you need to prepare a summary for your partners or executives.



# Our agile development process

On the next few pages, we present the details of our process of project scoping and software development. Firstly, we define key roles and their responsibilities. Then, we depict consecutive stages of the process – from the initial meeting to long-term support.



**Key roles** in the development process



**Stage 1** Let's meet



**Stage 2** Scoping session



**Stage 3** Development



**Stage 4** Long-term support





# Key roles in our process



## Product Owner (usually, you)

Representing the client, the Product Owner defines the scope of the project, its deliverables and sets the priorities of the project backlog. Must be available to the team, answering their business-related questions.



## Developers

The professionals who translate business requirements into code. Experts in their technological fields – whether it's backend, frontend or mobile development – but also great team players.



## Project Manager

Acts as the Scrum Master on the product development process level and as a “traditional” Project Manager on the project level. Our guarantee that your project will be delivered on time, within the budget and with everyone on the team happy.



## QA Engineers

Responsible for the quality of the final product – directly, by testing it during development and support phases, but also by analysing requirements and identifying quality risks on each stage of the project.



## Product Designer

UX/UI specialist focused on designing great user experiences and turning them into beautiful, intuitive interfaces. Works closely with developers and the Product Owner from the very beginning of the project.



## Lead Developer

An absolute software development expert, crucial in the most complex projects. Responsible for leading and motivating the whole team, acting as a role model.

# Stage 1: Let's meet

At this stage, we simply get to know each other. You share your business idea and expectations, and we present our experience. If both sides believe that The Software House is a good fit for the project, we continue with free technical consultations. The result of this initial analysis is our vision of the project – we simply explain how we see the execution of your new software.

## Roles and responsibilities:



### Product Owner (you)

defines the business needs of the project



### New Business Manager

acts as your main contact point, coordinating the whole process



### Technical Consultants

from TSH help choosing solutions most suitable for the project



## Main goal:

Getting to know each other and creating a plan to help us **best understand the project**

## Possible output:

- **Shared understanding** of your business goals
- **Agreement on further steps** including a planned Scoping Session
- **Code review** of your existing codebase (if there is one)
- **UX/UI review** of your existing product (if there is one)
- **Non-disclosure agreement**, should you require one



## Stage 2: Scoping session

During the scoping session – held in our HQ, in your office or via a video conference – a group of TSH specialists evaluates your idea. We do it to help you build your product faster, hiccup-free and get as much business value as soon as it's possible. It takes 1-3 days.

### Roles and responsibilities:



#### Product Owner (you)

shares their ideas, delivers product's brief, basic user stories, etc.



#### Project Manager

helps the Product Owner with creating the initial backlog



#### Product Designer

creates user personas, wireframes and conducts competitive research



### Main goal:

**Understanding and validating** your ideas

### Possible output:

- **High-level backlog** with the list of tasks allowing us to prepare time and cost estimations
- **Ballpark project cost** and time estimation
- **Software development contract** in its final form

## Stage 3: Development

Once the project's scope is established, we build a team of experts needed to develop the software. The process is based on a sequence of development sprints, according to the principles of agile software development. After every sprint, we present a new version of the software.



### Main goal:

**Delivering the software product** that you need

### Roles and responsibilities:



#### Product Owner (you)

helps to define the backlog, answering any scope-related questions



#### Project Manager

is responsible for planning the project, monitoring it and reporting the progress



#### QA Engineers

perform manual and automated tests, and take care of team's quality standards



#### Product Designer

creates wireframes and designs a fully-functional software product



#### Developers

design and write the code, as well as perform initial software tests

### Output:

- **New version of the product** delivered after every sprint
- **Regular sprint and monthly reports** to keep you up-to-date



## Stage 4: Long-term support

When the final version of the product is deployed, it doesn't mean that the project is over. Not wanting to leave you with potential future issues, we offer long-term support services. We don't dissolve the development team, however, we limit the manpower – to optimise your costs.



### Main goal:

**Constant improvement of your new software product** to make it even better

### Roles and responsibilities:



#### Product Owner (you)

highlights issues, accepts the support's schedule and planned cost



#### Project Manager

reviews the scope, prepares estimates and the schedule for new releases



#### QA Engineers

ensure that all features are well-tested and there is no regression in new versions



#### Product Designer

monitors the performance of the app and improves the product's UX/UI



#### Developers

fix any reported defects and implement improvements

### Output:

- **New, micro-optimised versions of the product** delivered whenever its necessary

### Further development

It also may happen that you'd like to expand your application after you get feedback from your users. So, further development? We're ready for that. We treat it as a new project – so, let's go back to **Stage 3**

# Time and material engagement model

After the scoping session phase, you receive a high-level development plan with a ballpark estimate of the project's total cost. This is not a bid for a fixed price project but for ongoing development. You pay monthly for the team and the cost depends on the rate of specialists and their involvement in the project. However, you don't need to worry about overspending – we've established good practices allowing you to stay within your budget.



## Budget and timeline control

Aside from daily updates, at the end of every month, you receive a report describing at which exact stage of the development plan we are. This report includes both budget and timeline. We also provide you with a detailed timesheet report where you can find information about the time spent on the project by each team member. You never pay for holidays or sick leaves if such occur.



## Making sure that you won't go over your budget

We know how to work in the projects where the budget is limited. We're able to immediately identify every change in the development which can affect the budget. Whenever this happens, we'll tell you and then work together on the best solution. It usually means:

- moving some features from the backlog to the next stage of development
- simplifying some functionalities
- making improvements in the process that can speed up the work



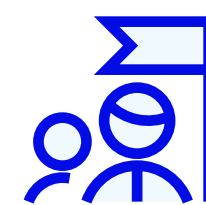
# We are the best partner for your project if you need:



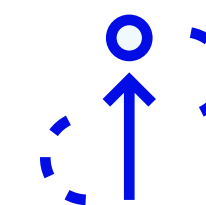
**Business-oriented development** focused on your goals



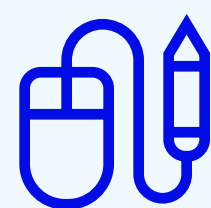
**PHP and JavaScript developers** with years of experience



**Complete development teams** and true teamwork spirit



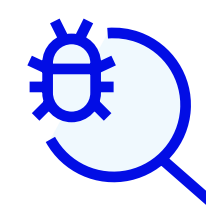
**Agile process** designed for building custom software



**World-class product design** focused on user experience



**Experience with high-performance** and scalable applications



**Test automation** on multiple levels, ensuring the highest quality of your product



**Partnership-based approach** allowing for smooth collaboration





# Build you software with **The Software House**

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