

What do you mean by 'Hot Rush'?

Hot Rush is a mode to deliver a service within a short period of time as required by the Customer due to the task urgency. It implies extra hours for devs, and extra payment - from the Customer side.

Simtech Development



Objective

Deliver a faster service as required by the urgency of a task. Faster doesn't mean 'worse'. Quality Assurance is an integral part of all the Simtech Development services.

Where appropriate:

- Issue investigation and examination service
- Custom Development
- Dedicated Developer Service
- CS-Cart performance audit
- System integration
- CS-Cart or Multi-Vendor upgrade

Not appropriate
for:

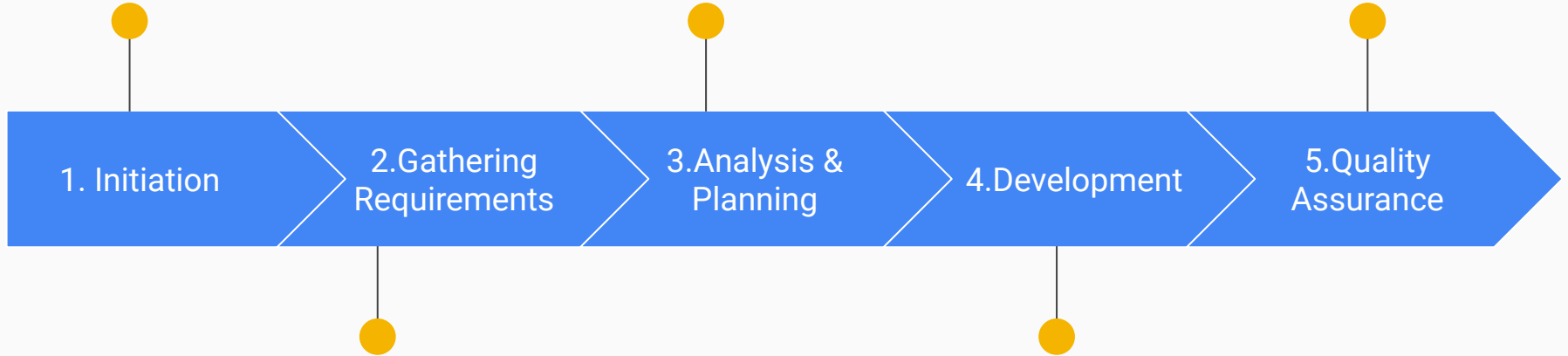
- Support Service
- Add-ons Incidents and Support
- Hosting

Standard Procedure

You tell us about the task, business goal, provide us with examples or screenshots describing the desired functionality

The manager conveys the information to experts for estimation of task complexity, workshare and time frames
The scope of work is defined. Tasks are assigned to developers

QA specialists test the functionality of the project to check that the work done complies with the requirements of the specification. Each project is tested for free before it is given to you



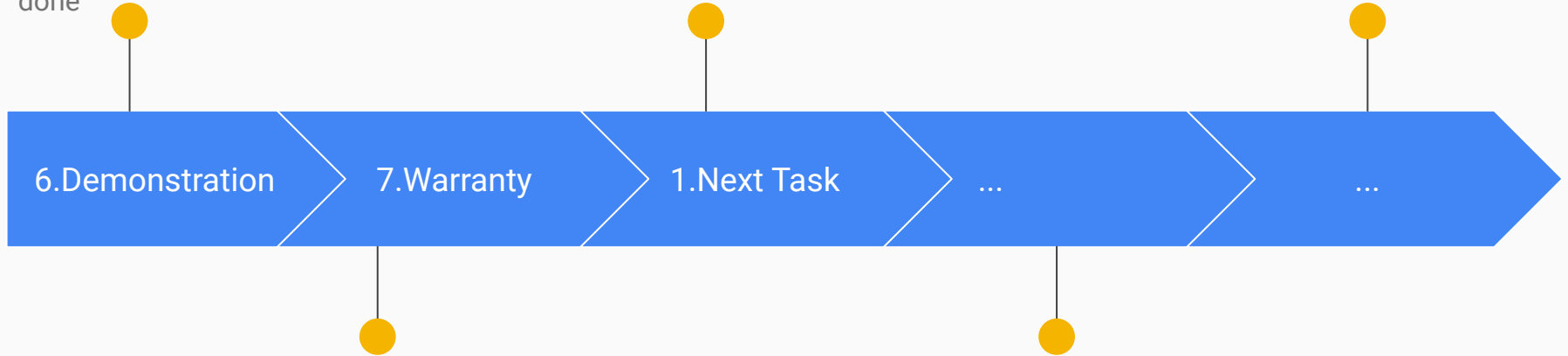
Our manager gathers your requirements to clarify details that will be further used to assign a task to developers

Once the specification is approved and the invoice is paid, the developers start working on the task

The final results of the development process are demonstrated on our test server. You check the performance of the modifications and accept the work done

You tell us about your next task, provide examples or screenshots describing the desired functionality

...



After approving the results, you get a 100-day warranty period

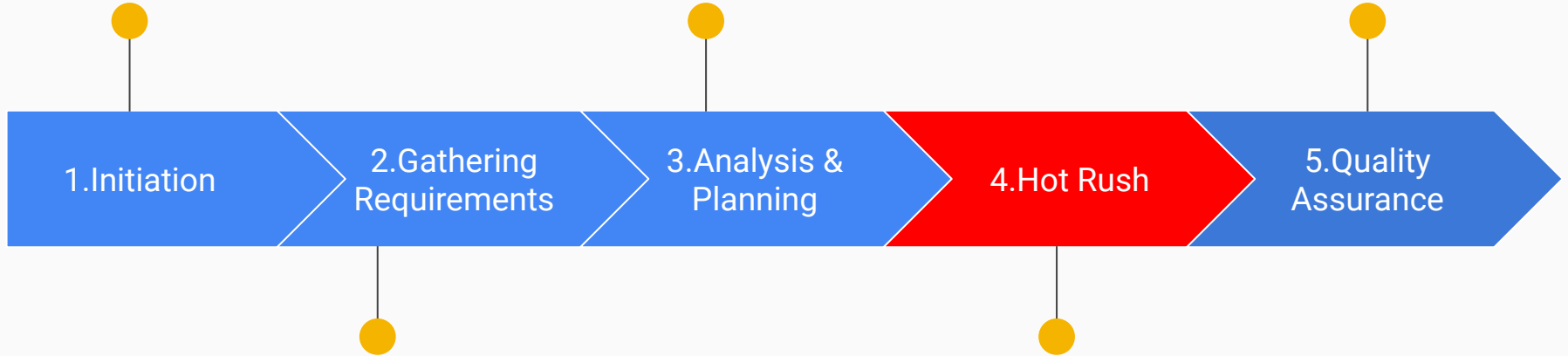
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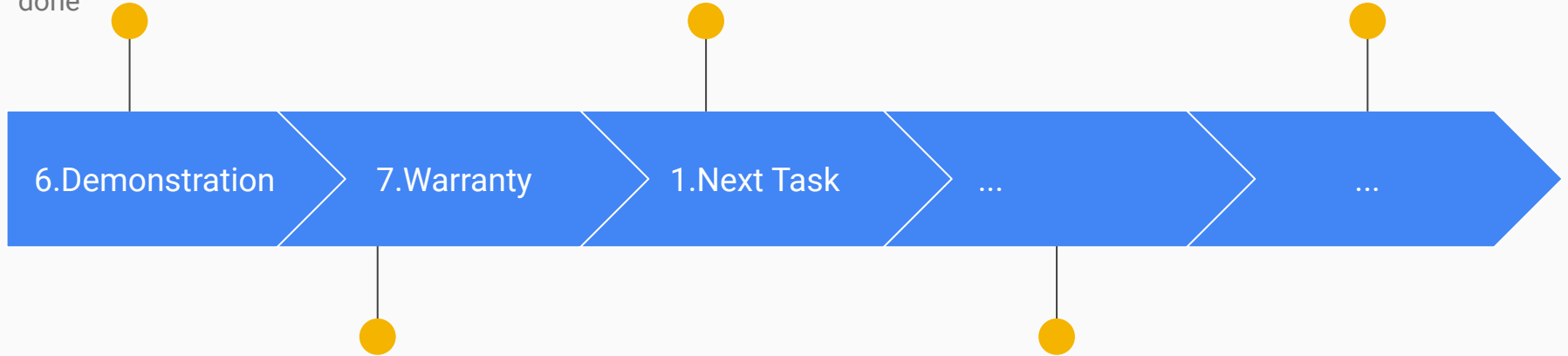
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About Hot Rush

When we estimate a task, we inform the client when the developers have the ability to start working on it.

All of our developers have pre-scheduled projects and all their hours are pre-booked in advance.

If a client does not agree to wait and needs an urgent service, we require the developer to work extra time per day, which costs extra.

Thus, the Hot Rush option can be switched on at the development stage.

The standard cost in case of urgent task is minimum twice higher (it depends on the complexity and urgency of the task).

Usually we can start within 24 hours. The total time spent on a project depends on the complexity of the task and how urgent it is.

Takeaways

As you can see, there cannot be some special terms and conditions for urgent requests such as hot-rush as it is not a service but rather a response to your wishes.

For you, that means a better flexibility in meeting your project needs with no impact on quality.

Although, we don't strive to provide a service under hot rush conditions, it sometimes happens when there's no choice for us except for urgent service delivery.

Often, that implies working on weekends and after standard office hours, late in the night. But, it's the rewarding time as both the team and the customer remain satisfied.

And what's better than a happy customer?

Feedback

“All is OK. Yana [Product Manager] and her team have been very professional and very friendly. The development has been fast and then, a small problem has been solved very quickly. I have been happy with this work”.

Angel D., Factory Fashion