

## Customer

The customer is one of the leaders in seamless mobile messaging and mobile browser technologies. They offer number of different products for mobile devices including an environment with advanced support for mobile widgets and mobile messaging.

## Development Overview

RT-RK has been engaged with the customer on several different models depending on project types, and therefore different business models have been used over the time. This paper covers the first five years of the cooperation between RT-RK and the customer.

Software engineers from RT-RK were involved in development of number of the customer products for mobile devices including:

- browser products
  - Web browser
  - browser based applications
- messaging products
  - MMS client
  - Email client
  - SMS client
  - IM client
  - Mobile postcard client

The engineers took part in development of these products for number of platforms, both proprietary and well known embedded systems, such as Brew or Windows Mobile. When needed, as was the case with the Brew platform, the engineers attended a course in target platform technologies at customer's location.

The tasks given to RT-RK varied from project to project and included:

- product testing,
- bug fixing,
- product feature development,
- customizing a product,
- porting one of the products to a given platform,
- taking a large part in a major product development,
- complete prototype development.

Apart from the listed tasks, RT-RK took part in some other projects for the customer and its business partners. One of these is a project in which RT-RK was chosen by the customer and a major Japanese operator to evaluate the

conformance of source code of the customer's Web browser with the mobile phone standards for privacy and security.

It was often the case that RT-RK engineers along with the customer's product managers, were exposed to the customer's customer. The approach with a direct communication link between RT-RK engineers and the customer's customer engineers, proved to be a successful model for fast issue resolving.

In order to manage the source code, Perforce system was used, while different bug-tracking tools (both proprietary and common ones, such as RT and Bugzilla) were in use for software defect tracking. The customer shared their internal network via VPN, and access to the customer's internal resources were granted to RT-RK engineers. This enabled a smooth integration of the engineers into the customer's work processes (such as time tracking system, use of the internal document management platform, etc).

## Project management

In the most cases, the management of a product development was on the customer's side, and development was lead by the customer's architects. The group of engineers at RT-RK was considered a customer's offshore development center with large pool of high quality engineering resources.

It was a common case that more projects for the customer were run at the same time, so the size of the team serving the customer varied, growing up to 20 engineers at particular times.

Multiple weekly conference calls have been conducted to keep a live and an up-to-date connection between the customer and the engineering teams at remote location in Novi Sad.

When management of a project was conducted by RT-RK, the customer requirements were identified in on-site meetings and thoroughly documented before the project would start. Weekly calls were used to update the customer on project's progress.

## On-site support

The cooperation between the customer and RT-RK included intensive on-site support, and the engineers were personally introduced to and working with the customer's engineers through the whole project life cycle. The engineers were also deployed at various locations worldwide, including USA, UK, Brazil, Italy, Germany, and France.

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