



**ArtfulBits**  
software company

# ArtfulBits Profile

Version 1.3  
Feb. 22, 2007



[sales@artfulbits.com](mailto:sales@artfulbits.com)  
[www.artfulbits.com](http://www.artfulbits.com)

# Table of Contents

<a href="#">About ArtfulBits.....</a>	<a href="#">3</a>
<a href="#">History.....</a>	<a href="#">3</a>
<a href="#">Key Facts.....</a>	<a href="#">3</a>
<a href="#">Mission.....</a>	<a href="#">3</a>
<a href="#">Services.....</a>	<a href="#">3</a>
<a href="#">Application Development.....</a>	<a href="#">3</a>
<a href="#">Consulting.....</a>	<a href="#">3</a>
<a href="#">Technologies.....</a>	<a href="#">4</a>
<a href="#">Delivery Models.....</a>	<a href="#">4</a>
<a href="#">Offshore Development Center.....</a>	<a href="#">4</a>
<a href="#">Project-based model.....</a>	<a href="#">5</a>
<a href="#">Budgeting Models.....</a>	<a href="#">5</a>
<a href="#">Fixed Budget.....</a>	<a href="#">5</a>
<a href="#">Time and Materials.....</a>	<a href="#">5</a>
<a href="#">Project Management.....</a>	<a href="#">5</a>
<a href="#">Methodology.....</a>	<a href="#">5</a>
<a href="#">Quality Assurance &amp; Quality Control.....</a>	<a href="#">5</a>
<a href="#">Process automation.....</a>	<a href="#">6</a>
<a href="#">Communication with clients.....</a>	<a href="#">7</a>
<a href="#">Contacts.....</a>	<a href="#">8</a>



# About ArtfulBits

## History

ArtfulBits is a Ukrainian Software Company, situated in Lviv, in the west of Ukraine. The main direction of the company's activity is custom software development and IT consulting.

ArtfulBits was founded in March 2005. Experience, work and clear vision led to the company's growth and evolution. Currently the company employs more than IT 50 professionals. It is recognized as [Microsoft Certified Partner](#).

## Key Facts

**Founded:** March 2005

**Number of Employees:** 50+

**Legal form:** Ltd

**Shareholders:** Executive Management

**Location:** Lviv, Ukraine

**Clients:** US, Canada, Europe companies

**Recognition:** Microsoft Certified Partner

## Mission

ArtfulBits' mission is to achieve the leadership positions in the local and regional market through providing professional IT services and serving its clients by introducing the best industry standards.

## Services

### Application Development

ArtfulBits provides a wide range of software application development services along with associated processes. It has strong experience in the following areas:

- Full-scale applications and business solutions
- Custom controls and components' libraries
- ASP.NET sites and web-services
- Cross-platform solutions
- Software testing

Please [contact us](#) to get more information about the services offered by ArtfulBits.

## Consulting

Taking into consideration the company's expertise, ArtfulBits provides consultations in the following areas:

- Microsoft® .NET
- Windows Presentation Foundation (WPF)
- Windows Forms
- Web Forms



If you are interested in our experience in this area or have any other questions, please [contact us](#) to get more information.

## Technologies

ArtfulBits has solid experience in the following technologies and programming languages:

Programming languages and technologies\*:

- Microsoft .NET
- C++ / C
- Pascal / ObjectPascal
- Windows Presentation Foundation (WPF)
- ASP.NET

Databases:

- Microsoft® SQL Server™ 2000, 2005
- Oracle
- MySQL
- InterBase

\* All brands and trademarks belong to their respective owners.

Please visit the [company's web site](#) to see a full list of the technologies.

## Delivery Models

### Offshore Development Center

Clients who want to offshore their business processes would prefer Offshore Development Center (ODC) delivery model. Outsourcing of a part of clients' business is a challenge. Success of this venture is vital for business overall. The purpose of this delivery model is to eliminate time, distance and culture differences. Offshore center should work as a part of in-house team.

When ODC model is used, dedicated team works for a client. The organization of internal workflow is close to the client's internal processes. The key indicators of ODC are:

- Close communication
- Dedicated and persistent team
- Client's corporate workflow

Close interaction with clients transforms offshore centers into part of in-house teams. Erasing the boundaries among the different locations, clients get the advantages of the close collaboration and immediate feedback.



## Project-based model

For those clients, who would like to outsource project-oriented work, project-based delivery model is preferable.

Client explains details of the project, ArtfulBits fulfils the work as an independent contractor on its operating platform.

## Budgeting Models

### Fixed Budget

In case of providing clear specification or when the project can be well-estimated, ArtfulBits suggests fixed budget model with fixed cost and delivery date. We analyze the clients' requirements to provide them the most accurate price and delivery date to avoid the unexpected risks or additional requirements occurrence after approving the budget.

### Time and Materials

When a project is long-term, hard-estimated or the requirements can vary during the implementation – we suggest Time and Materials business model. Unlike Fixed Budget model, where projects can be accurately estimated, typical Time and Material project requires more creative efforts, research and work within unstable requirements environment.

## Project Management

### Methodology

ArtfulBits provides all stages of the development cycle: architecture design, implementation, testing, deployment and maintenance. The company employs appropriate development cycle and prepares project documentation for each project based upon:

- Close interaction with a client
- IEEE standards and SEI CMM recommendations
- Using the most effective solutions and our own experience

We employ best practices of proven methodologies such as RUP (Rational Unified Process) and MSF (Microsoft Solution Framework) as well as some refreshing new approach such as XP (eXtreme Programming).

### Quality Assurance & Quality Control

In ArtfulBits we pay special attention to Quality Control (QC). Software testing as a fundamental discipline of QC is performed according to the formalized Project Management and QC procedures. Permanent cooperation with QA team and regular audits guarantee continuous evolution and improvement of our QA and QC approaches.



## Software testing

Well organized quality control process is a pledge of producing the products with desired level of quality. Taking into consideration that software testing is a complex and time-consuming process, it becomes a payable practice to outsource testing or some of its parts to professional 3-rd party companies.

ArtfulBits offers the following testing services:

- Functional and usability testing
- Load testing
- Analyzing & testing source code
- Testing product documentation
- Tests automation
- Localization testing
- Creating testing documentation

## Test automation

ArtfulBits practices QA expenses reducing by implementation of automated testing. We have expertise in using test automating solutions from world known vendors like IBM Rational and HP Mercury.

## Code reviews

Periodical code reviews among the team members allow discovering majority of logical flaws. It takes effect on the final quality of the source code and the product as well.

## Continuous Integration

ArtfulBits uses Continuous Integration as one of the basics of its development process. Continuous Integration is one of the well recommended practices of XP (eXtreme Programming). It provides the following main key benefits:

- Automated build process
- Handling of automated tests execution
- Ensuring that everyone can get a current executable any time he wants

## Process automation

The company uses enterprise level issue management system and knowledge sharing system for organizing and supporting project management process. This combination provides flexible and intuitive solution for easy handling of:

- Uniform customer requests
- Requirements management
- Test management
- Defects tracking
- Automated reports, subscriptions and notifications
- Knowledge sharing
- Team collaboration



Due to this approach client can control the progress of the project development any time he wants. He also is able to participate in the process according to his roles and responsibilities.

## Communication with clients

ArtfulBits always tries to understand clients' needs as its personal needs. Deep understanding of the project's background allows ArtfulBits to concentrate its efforts on satisfying clients' needs and improves the final solution. ArtfulBits is committed to build strong and mutually beneficial relationships with its clients.

Every client has its own quality standard. Therefore, every project development team has a dedicated person or team with a role leading to the required quality achievement.

## Transparency

ArtfulBits pays special attention to communication with its clients. Transparency is the main factor in trustable relationship. We believe that clients' participation in development process is essential for providing a solution which helps them to gain an important competitive advantage.

The company aims at developing long-term relationship with its clients. This improves our understanding of their needs, makes the product more competitive and reduces time costs. Transparency is needed in every transaction with clients, involving open communication, data capture and measurements. To make the process transparent to the customers, ArtfulBits uses the following means:

- Issue Tracking System. ArtfulBits' issue tracking system is always accessible for its clients. Tracking and managing defects, improvements and tasks emerging during a project development is clear and transparent for our customers. This system is also used for managing project requirements and handling customer requests.
- Enterprise knowledge sharing system. It provides clients and project teams a centralized storage of the project documentation, real-time reports and other associated information.
- Periodical reports. Daily, weekly, monthly and other progress reports.
- Time Tracking System. It allows our clients to have real-time access to every hour spent on a project.
- Day-to-day interaction. Daily communications via email, Instant Messengers or Conference Calls keep each party well-informed about the latest changes and current status of the project.



## Contacts

### Address

Zelena St. 149/6,

Lviv 79035,

Ukraine

Phone: +38 (032) 242 07 86

Fax: +38(032) 299 42 92

[www.artfulbits.com](http://www.artfulbits.com)

General requests: [info@artfulbits.com](mailto:info@artfulbits.com)

Sales department: [sales@artfulbits.com](mailto:sales@artfulbits.com)

Job opportunities: [jobs@artfulbits.com](mailto:jobs@artfulbits.com)

