



Service Offering

Training, Engineering and Support

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1 *Executive Summary*

Agavi is an open source enterprise framework for the development of PHP-based web applications. Bitextender supports Agavi implementations, providing greater efficiency for your development capabilities as well as development capacity to complete your project.

1.1 *About Bitextender*

Munich-based Bitextender GmbH is a company with a focus on implementing and supporting web-based software solutions. Bitextender has led the development of the Agavi PHP framework for several years, and can therefore guarantee Agavi's quality and continued existence.

1.2 *About Agavi*

Agavi is an open source enterprise PHP framework with a focus on web-based solutions. It follows current development standards, supports team collaboration, and enforces a variety of unique best practices to enable the effective implementation of scalable projects.

The use of standard technologies, strict separation of responsibilities within an application, a careful development process, and excellent maintainability make Agavi the first choice for the implementation of PHP-based projects.

1.3 *Benefits of Working with Bitextender*

Bitextender GmbH delivers - based on many years of experience in the field of web applications, web technologies, and scalable high-performance applications – the expertise and services needed to make your project succeed. We can work within your project and take overall responsibility for it, or can support your employees on the project. To that end we offer training and technical assistance to help your development team succeed.

Bitextender has proven techniques and practices based on many projects and many years of experience. That experience leads to successful projects and productive use of the Agavi framework.

2 *Agavi Trainings*

Trainings in Agavi are provided at the client's location. A group of up to 10 developers is trained in Agavi development by a Bitextender Agavi developer using a sample application. The examples provided are based on the framework's official documentation. This helps developers root their understanding in the official standards.

2.1 *Introducing Agavi*

2.1.1 *Course Content*

This training gives developers who have not previously encountered Agavi or Model View Controller (MVC) frameworks an overview of the system, its capabilities, features, fundamental principles, and standard system-flows. It provides a fundamental level of functionality and capabilities without going into an overwhelming level of detail.

2.1.2 *Benefits*

Once this training is complete, your developers will know the framework's architecture, its capabilities, and its design philosophy. They will know all the basic functions and options, giving them a solid foundation of usable solutions for tasks.

2.2 *Programming Agavi*

2.2.1 *Course Content*

This in-depth training teaches developers who are already comfortable with the framework to implement basic operations and functions in code. To facilitate learning, an example application is used and modified to extend functionality. During the training developers work with all the functional areas of an application.

2.2.2 *Benefits*

Once this training is complete, your developers will be comprehensively familiar with an Agavi-based application, and will have personally worked on its code. Through different changes and extensions to it they have learned what functionality should be employed to solve specific types of problems. This concrete understanding of Agavi development and implementation principles can then be applied practically in software development.

2.3 *Scaling Agavi*

2.3.1 *Course Content*

This training teaches developers the capabilities and requirements to make projects scalable in regards to scope, cost, and functionality. Developers will learn to avoid problems and hurdles in by coding in an extendable fashion. They will learn best practices compliance which can save a lot of effort later in the project. Finally, developers will learn to provide scalability through load distribution.

2.3.2 *Benefits*

Your developers will learn the pitfalls and traps that commonly arise during the course of a project, and will have the necessary knowledge on hand to implement the right course in Agavi while avoiding problematic approaches. The best practices demonstrated guide the team and provide good examples of the Agavi mechanisms through which the design and quality scale appropriately with the size of the project.

2.4 *Layout Design, Output Types and Context Juggling*

2.4.1 *Course Content*

This training provides your team the necessary knowledge about the details of layers, layouts, slots, rendering, and output types. Best practices are discussed in the context of common mistakes, for example in the design of layouts or the implementation of output types in views. Additionally, an example of SOAP is provided, showing how a new protocol can be attached to a different context just by using the right design.

2.4.2 *Benefits*

Once this and the "Scaling Agavi" trainings are complete, your developers will be well prepared for the challenges of daily development, especially in the field of web application frontends. They will understand the value of clean separation of roles and maximum possible code reuse, even in display code.

2.5 *Validation and Security*

2.5.1 *Course Content*

In order to maintain security and stability, this training teaches your developers everything about the validation of data, the reasons for it, methods for validation, and the positive outcomes of proper validation. They start at the basics of manual validation and go through to writing their own validation routines. The topic of security is also discussed, covering how authentication works in Agavi and how applications should be designed to protect access.

2.5.2 *Benefits*

Once this training is complete, your developers will be familiar with the validation of input data, know how to create rules and validations, have experience in normalizing input data, and will understand what to pay attention to in writing their own validations and rules.

In regards to security, your developers will understand all the fundamental principles and procedures, and know exactly how to implement them. They will be able to implement their own permission structures, and can work with all other security features as necessary.

2.6 *Internationalization*

2.6.1 *Course Content*

Internationalization is a complex subject, with many possible pitfalls. This training provides your team with the necessary background knowledge in the problems of localizing applications, and helps them understand how Agavi helps manage the issue. Using translation functions, developers learn to ensure correct representation of date, time, currency, numeric values, country names and time zones.

2.6.2 *Benefits*

Once this training is complete, your developers will be prepared for the subject of internationalization and will be able to apply their new knowledge to the design and implementation of their projects, allowing seamless future localization projects. They will be familiar with the globalization tools included in Agavi and with solutions for managing texts and simplifying translations.

3 *Workshops for Your Agavi Project*

Workshops specifically target competencies key to your individual project's success. To this end, a consultant from Bitextender works with your development team to develop approaches and solutions to put your project on track, to increase performance, and to find opportunities for improvement.

Every workshop is individually tailored to your specific project. We know a one-size-fits-all approach does not work, thus our trainers familiarize themselves with your project and prepare a plan that will address your needs.

Below are three example workshops, which can be tailored to your project's requirements.

3.1 *Getting Started*

3.1.1 *Workshop Content*

Before the work of development begins, a Bitextender consultant works with your team to design the necessary strategies and approaches for a hassle-free start. We review the planned system architecture, identify potential disruptive factors, and develop a plan for managing critical components. Next, we help you create the basic structure of the application, refining and optimizing it based on current best practices. We also collaborate with your team to develop a plan for managing special situations.

3.1.2 *Benefits*

When your developers collaborate with a consultant from Bitextender, they start out with a clearly structured, and fully optimized environment. This provides them with the tools they need to achieve fast results and avoid mistakes in the critical beginning stage. Through your team's early and thorough involvement in this process, the team is well informed about the creation of the application, and is therefore in a position to make the right decisions in implementing the project.

3.2 *Performance Tuning*

3.2.1 *Workshop Content*

In the course of developing an application, performance often becomes an issue. High database load, incorrect division of site components, or simply higher processing power needs can easily lead to things not always going right. This workshop allows your developers access to Agavi's caching resources and teaches them the steps needed to improve performance through the correct division of components and responsibilities within the software, and through maximizing code reuse.

3.2.2 *Benefits*

Working with a Bitextender consultant allows your team to identify the application's bottlenecks as well as fleshing out concepts for solving the issues. For example throughput will increase dramatically when we work with you on caching--all without losing flexibility, introducing new weak points, or creating security holes. This means your developers will be prepared to keep the system's performance level both high and stable.

4 *Custom Engineering & Consulting*

We provide a number of development services. In addition to complete projects, we can design and develop specific system components, or can work with your developers to plan and implement a project. Each of these options is outlined below.

4.1 *Targeted Support Within Your Project*

The specification phase and the beginning of implementation are, as a rule, the most important stages in a project. It is at these points that plans and decisions relating to essential system architecture are made.

Our consultants provide friendly, expert guidance during these critical project phases. We can lead workshops for your developers or partner with your team to build the system, bringing your project to a successful, hassle-free completion.

Afterward, you will receive targeted support either for the whole system or in specific areas, where we work with you to implement the project and monitor and support it through completion. This gives you constant access to the expertise of our developers, and assures you that your Agavi project is implemented optimally based on current best practices.

4.2 *Complete Project Development*

Bitextender can develop your desired project, from initial analysis and conception through to implementation, maintenance, and ongoing improvement. When you put us in charge of your project, you take advantage of the strengths of an established team, whose members use their long experience to develop highly effective solutions.

We work with careful planning and documentation, and through efficient project organization and agile processes assure you the flexibility necessary for a successful Web project.

For the duration of this process we consult with you carefully to ensure that your ideas and conceptions of the application are central to the development process.

5 Agavi Support

Bitextender offers extensive technical support for Agavi. Each of the support packages shown in the table below offers a different level of support and guaranteed reaction time to fit your needs and budget.

Plan	Bronze	Silver	Gold	Platinum
Features				
Premium Newsletter <i>Regularly provides you with news on all things Agavi</i>	•	•	•	•
Premium Support Forums <i>Open 24/7, with free help for your problems. Publicly readable.</i>	•	•	•	•
Ticket Support ¹ <i>Bug and problem support via email or helpdesk app</i>	•	•	•	•
Phone Support ² <i>Bug and problem support, how-to consulting</i>	○	•	•	•
Agavi Developer Talk <i>2-hour conference calls with an Agavi Engineer at Bitextender</i>	○	○	Yearly	Quarterly
Priority bugfixes	○	○	•	•
Custom patch management ³	○	○	•	•
Communication				
Developer contacts	1	3	6	12
Supported versions of latest feature release ⁴	Latest	Latest	Latest Two	Latest Two
Supported versions of feature releases of last 12 months ⁴	○	○	○	Latest
Extended business hours	○	○	○	•
Max initial response time ⁵	24 h	16 h	8 h	4 h
Emergency ticket escalation ⁶	○	○	○	•
Max initial response time for emergencies during business hours ⁷	○	○	○	2 h
Max initial response time for emergencies outside business hours ⁷	○	○	○	12 h
Price				
Included support credits ⁸	30	80	200	500
Base price per year	EUR 1250	EUR 3000	EUR 12000	EUR 25000
Renewal <i>If contract is renewed at least three months prior to expiration</i>	EUR 1125	EUR 2700	EUR 10800	EUR 22500
Options				
Additional price for 10 credits ⁸		EUR 250	EUR 250	EUR 250
Additional price for 50 credits ⁸			EUR 1125	EUR 1125
Additional price for 100 credits ⁸			EUR 2000	EUR 2000
Additional price for 500 credits ⁸				EUR 8750
Discount on Agavi workshops and trainings			5%	10%

- (1) E-Mail tickets use up 10 credits per incident.
- (2) Phone support uses up 5 credits per 30 minutes (with a 10 credits minimum) and must be scheduled in advance through a free ticket.
- (3) Custom patch management is for having an Agavi developer backport changes from newer releases (if possible) and uses up 5 credits per 30 minutes, with a 10 credits minimum.
- (4) Feature release version numbers are 1.1.0, 1.2.0 and so on. Maintenance releases carry version numbers such as 1.1.3, 1.0.7 and so on. Bronze and Silver plans support the latest maintenance release of the most recent feature release. Gold and Platinum plans support the latest two maintenance releases of the most recent feature release. Platinum plan also supports the respective latest maintenance releases of feature releases initially released during the twelve months prior to the ticket creation.
- (5) Initial response time counting is started from the moment the incident ticket was posted, or from the beginning of the business hours window of the next business day if the ticket was posted outside the business hours. Response time is only counted during business hours.
- (6) Initial response for escalated tickets is given via phone. All work on escalated tickets is charged with 10 credits per 30 minutes with a 20 credits minimum. Phone calls required for fast resolution can be made at no extra charge.
- (7) Initial response time counting is started from the time the incident ticket was escalated, 365 days a year.
- (8) Support credit is valid for a maximum of one year after purchase and expires together with the support contract unless the contract is renewed.

Business days are Monday through Friday, excluding German federal holidays.

Bronze, Silver and Gold plan business hours are 10:00 - 18:00 CET on business days; Platinum plan business hours are 08:00 - 20:00 CET on business days. Daylight saving time is observed according to German federal regulations.

6 *Contact*

Corporate

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7 *Legal Notes*

All information is subject to change without prior notice. All services described in this document are delivered under German law and jurisdiction.

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