



About US

Our Team

Yahara Software, LLC has over 14 years of software development experience. The company's project management and design expertise distinguishes it from other software development companies because the focus is on usability first, technology second.

Yahara Software Employees have had the unique privilege to collectively participate on hundreds of project teams across a wide range of companies. Yahara has supported and developed software solutions for Financial Services, Healthcare, and Insurance. Although Yahara team members spend a great deal of time at client sites, our model differs significantly from that of a typical staff augmentation company. Our Business Analysts and Senior Developers mentor and collaborate with our client's team to utilize the best resources at the appropriate time during the project life cycle. Instead of providing one or two resources, Yahara is able to provide our client with an entire "back office" of expertise as required with consultants such as BA's, Architects, DBA's, Senior Developers, and Testers. Much of the effort can be performed at Yahara's office in Madison, Wisconsin. It is typical for Yahara to maintain a current version of our client's application(s) in our staging and version controlled environment of in our high availability data center.

Yahara has been a Microsoft *Gold Certified Development Partner* for over 10 years with a well-earned reputation for quality, creativity, and integrity borne of years of success in the IT services industry. Key service offerings include:

- Custom Software Development
- Collaborative Product Development
- Project Management and Collaboration Tools
- Interactive Web Solutions
- Content and Document Management Solutions

Our Development Services

Yahara provides contracted services to augment or outsource specific information technology practices of our customers. These services include:

- Custom Application Design and Development
- Project Management
- .NET Technology Initiatives
- Mobile and Embedded Development
- Integration & Customization
- Mentoring and Training
- e-Collaboration
- Project Recovery

Creative Services

Yahara has established strong partnerships with Creative teams familiar with Software Usability, Navigation, Content Management and providing a solution appropriate User Experience. This allows us to augment our services and provide a more extensive turn-key solution for our clients. These services include:

- Corporate Communications – corporate identity, public relations, media relations, investor relations and special events.
- Marketing Communications – brand development, market research, advertising, graphic design, user experience and interface optimization, promotional material development, new media, and search engine optimization.

Yahara Collaborative Product Development

Yahara works with our customers to provide customer-envisioned solutions designed for specific and/or specialized business process requirements. If desired by the customer, the resulting software can be packaged and offered commercially. Within this methodology there is a role for the client's key team members to participate through a "co-development model". The co-development model allows the client team to focus on what has brought them success in their core line of business.

Yahara Software's product development follows a defined product release cycle. This process is a result of a line of successfully authored and marketed software products beginning in 1994. In addition to our desire to be "best of breed", we have specialized in the Microsoft set of development tools and processes. The major tools utilized by our professionals include:

- Microsoft .NET Framework
- Microsoft Visual Studio .NET
- Microsoft CE and Embedded Development Platform
- Microsoft SQL Server and MSDE
- Microsoft Solutions Framework

- Microsoft Mobile Information Toolkit
- XML and SOAP
- Microsoft BizTalk and Commerce Servers
- MySQL Database Server
- Oracle Database Server

Primary languages/skill sets include:

- JAVA
- Microsoft C++
- Microsoft Visual Basic
- Microsoft C#
- Microsoft ASP.NET
- Microsoft Visual Basic .NET
- Microsoft Windows SDK
- Microsoft Foundation Classes
- PERL
- PHP
- Python
- T-SQL

Our Process

During a typical project, Yahara will employ an Iterative Life Cycle software development methodology. This methodology is significantly more effective than a traditional Waterfall Model for two significant reasons. First, the Waterfall Model is unidirectional with client involvement traditionally at the beginning and end of the development process. Second, there is no feedback mechanism during development that validates the design and development of the functionality. The iterative process addresses these flaws by using a shorter life cycle and efficiently allowing for feedback from earlier stages to later ones. Client involvement typically occurs at the functional rather than at the system or potentially the module level of the system.

Put a different way, the iterative process breaks the entire project into smaller sub-cycles, called iterations. Each sub-cycle (iteration) delivers a subset of the overall system functionality to the end user. With this process, the client explicitly validates the design against requirements. More importantly, many mid-course corrections that result from imprecise requirements, incorrect design assumptions or clarifications in corporate goals can be made at a time when time and money penalties are minimized.

Example Interactive Web Project Milestones

Upon the approval of this statement of work, Yahara will provide a more project specific workflow, schedule, and set of milestones. Below is a typical set of CMS milestones:

- Requirements Mapping and Business Value Prioritization
- Budget and Schedule Refinement
- Creative Design / User Experience Design
- System Architecture and Design
- Style Guide and CSS Approval
- Site Mapping
- Software Development
- Content Review and Collection
- Staging (Alpha) – Base Creative, Navigation, and Functional Modules are deployed
 - Administrative and Editing Training, Content Migration
- Advanced Features and Integration Development
- Stabilization (Beta)
 - Advanced Feature Training, Testing and Refinement
- Live Freeze, Production Server Migration, and Soft Launch
- DNS cutover and Public Launch

Our Commercial Products

webShadow is a web-based system for recording, tracking, and measuring project time and expenses. Some of the key features are:

- Ability to track estimates vs. actual efforts
- Ability to track prior performance against estimates for different project types
- MS Project and MS Outlook integration
- Project/Task tracking via e-mail notifications
- E-mail is sent when events critical to success occur or slip
- Many Standard Reports
- User-defined record locking and approval protocols

Engage, is a versatile solution for tracking and addressing issues and risks during the planning, development, and stabilization phases of product development. Yahara also leverages *engage* as an online portal for supporting clients once a project is in production. For the development team, *Engage* facilitates an efficient process for managing and addressing issues and risks, while the web based user interface allows our clients to stay abreast of the current development efforts, and offers a framework to provide feedback during the stabilization phase.

Engage has facilitated the successful completion of a number of our development projects, some of the key features are:

- The ability to track and assign responsibility for the resolution of development issues.
- Detailed tracking of issue histories including assignments, comments, effort, and resolution notes.
- Framework for addressing and mitigating risks inherent in the software development process.
- An extensible and customizable reporting system.
- Web interface for client issue reporting and issue tracking.

Our Hosting Services

Yahara provides hosting services on servers co-located at SupraNet Communications in a high available data center. We provide 24 x 7 monitoring and back-up to ensure reliability and recovery in the event of a system malfunction or client error. Emergency support is provided with a 2 hour SLA and Clients will be given a special dial-in number.

Infrastructure and Data Center Facilities

- Three OC-12 fiber-optic SONET rings from Centurytel, TDS Metrocom and
- Charter Business Networks
- One OC3 connection to TDS Telecom
- Peering with AT&T, SPRINT, Charter Business Networks and the Madison
- Internet Exchange Peering Point
- 30% - 40% total network utilization at PEAK times
- 24 X 7 SNMP monitoring
- 24 X 7 Intrusion Detection System monitoring
- 100KW Natural Gas generator
- 70,000VA Uninterruptible Power Supply (UPS)
- Enterprise air conditioning system (25 Tons total capacity)
- Anti-static tile floor
- 2-stage dry pipe fire suppression system
- Guaranteed Service Level Agreement (SLA)

Security Capabilities

- Dedicated hardware firewall
- Segregated Web and Database Servers
- Managed Switching (redundant switching and load balancing available in request)

- Magnetic card security system
- Biometric scanner for escorted security area
- Video surveillance and motion detector security systems
- 24 X 7 access

Back-up, Disaster Recovery, Change Management Capabilities

- Client Defined Back-up Plan
- Client Defined Disaster Recovery Plan
- Client Defined Change Management Procedure
- Engage – web based issue tracking and change log
- Enterprise Back-up to include scheduled electronic transfer to Disaster Recovery location

Email Hosting

Web / IMAP and POP3 email hosting is available.

Technical Support

Yahara Software pledges to give our clients the very best service level that we can offer. We treat all of our clients with professionalism and integrity. Our base Service Level Agreement (SLA) was developed to provide our clients with measurable expectations by which they can judge our performance.

General Service Level

- Callback time: Yahara Software agrees to respond to any client issues within four (4) hours of client communication.
- General After Hours Support: Yahara Software will respond to general after hours support issues by 9:30 AM the following business day. After hours support will be considered billable at the Yahara Software's normal consulting rate unless there is a preexisting support agreement or if Yahara Software made a reasonably foreseeable error.
- Emergency After Hours Support: For all emergency issues Clients should contact the Yahara technical staff by leaving a message in the afterhours emergency support mailbox: +1 (608) 821-1750, then press 9. All emergency issues will be responded to within two (2) hours of original contact time.
- Friendly Service: Yahara Software guarantees that Client will be treated with respect and professionalism throughout its relationship with Yahara Software. Further, Yahara Software agrees to always give its best effort to resolve client issues in an expeditious and professional manner.
- Additional Services: Client agrees to pay for all time not included in contract terms, and which Yahara Software determines to be billable to client. All work done on Client-specific issues is considered billable, unless Yahara Software made a reasonably foreseeable error.
- All travel expenses will be invoiced at cost. Mileage will be billed at the rate as currently defined by the IRS.

Yahara Software leverages a set of collaborative web tools designed to facilitate issue and risk identification and any required mitigation. Our tools enable our clients to manage and reduce the risks of cost overruns, missed deadlines, lower quality, and failure to meet end user expectations.

Continuous Improvement

Due to the nature of our business, Continuous Improvement is critical to the ongoing success of our company. In addition to maintaining their professional certifications, all project team members participate in a daily standup meeting in which they describe their current initiative, the status, as well as any perceived challenge or risk. Employees share this information for all active projects to encourage cross awareness, group problem solving, and team accountability.

Development code is reviewed on a regular basis as each developer is responsible for presenting his/her code to their peers. Objective criticism is encouraged and documented.

Yahara maintains a set of development and infrastructure tools to reduce repetitive work. These tools are continually evolving based on previous project experience. These tools directly benefit future clients as they directly impact our development and deployment efficiency.

Yahara leverages its project development and cost management tools (webShadow and Engage) to track client requirements, budgets, actual performance, issues and risks. This information is also made available to our clients via email and an online web portal.

Weekly project status reports are circulated for internal quality review and to facilitate client communications.

When a project/engagement is completed, a post mortem is performed to review project/team member expectations, performance, and business deliverables. Team members receive spot bonuses for exceeding client expectations.

All clients are asked to periodically participate in surveys performed by Yahara's customer service staff. Depending on the scope and technical platform, surveys are reviewed by team members, Yahara's management, (and Microsoft). This process is also required by Microsoft to maintain Yahara's Gold Partner status.