

FAQ

Rabbit Hill Solutions specializes in high quality software design and development for Windows, Interactive Television, Mobile Computing and the Internet. We combine top-notch engineering talent with a strong commitment to delivering working solutions within budget and on time.

We keep our clients happy by standing behind these principles:

Integrity: We do business ethically and honestly

Value: Value is not defined by the cheapest contractor. We provide the best value for your development investment.

Quality: We produce excellent products.

Get to know us better

» Who are you?

We are a small group of software developers, and designers who work, as a team, on projects for our clients. Some of us are full-time employees, some are moonlighters, and some are independent contractors. All of us are the best at what we do. We are located near Philadelphia, PA

» Are you a consulting or recruiting firm?

No, we are a contract software development firm. We design and build software as work for hire projects.

» Can you work at my location?

We use our own computers, servers and offices to do the development. This saves you the overhead of providing space for us and it makes us more efficient. We do recognize that certain projects will require a fair amount of face time with the customer at their premises and we are certainly prepared to do that.

» Do you charge by the hour, day, week, or bid for entire projects?

We'll do what makes sense for the client and the project. The customers usually prefer fixed price bids but the project may not be defined well enough to bid it that way. In this situation, we can work in phases and bid the design phase hourly and the development phase as fixed price. We can work with you.

» Do you bill for your time spent in meetings, phone calls, or writing emails?

We only bill for time directly related to designing and building the software.

» How do you calculate your billable time?

We round each day's total time to the nearest quarter hour. We normally don't count quick phone calls or emails that take only a few minutes to respond to. We promise not to nickel and dime you!

» Do you charge for travel time or expenses?

It depends on the client and project. Any travel we would charge the client for would be pre-

FAQ

approved by them.

» Do you charge for your computers, software licenses, or other equipment?

We don't charge for the "normal" stuff (computers, MACs, Internet, iphones, ipads, most SDKs) but we may charge for the unusual project-specific expenses. These would be pre-approved by the client.

» Do you require a signed contract?

Not always, but we prefer a contract and we require one for a fixed price bid.

» Will you sign a non-disclosure agreement?

Of course. We have our own mutual 2-ways NDAs and we are willing to look at yours.

» Who owns the software that you write for me?

In general, once a project is completed and paid for, you will become the proud owner. In addition to the "executable" files, you will also receive source code, scripts, graphics, audio, project files, and anything else that is necessary to build, maintain, or extend the software. In most cases, we do retain the right to reuse the source code in future projects, for our other clients, as long as it does not contain trade secrets or any other proprietary or protected information. As always, we can customize the terms to fit your needs.

» Can I make "payments" for the software?

If cash flow or tax advantages are a big factor for you, there are many reputable equipment leasing companies who specialize in financing custom software projects. Once the loan is approved, we invoice the leasing company for the full amount, and they pay us directly. At that point, we begin software development, and you begin making payments to the leasing company. The end result can be better software, working for you sooner, that is paid for (or pays for itself) over time

» What is the minimum project size that you will accept?

We don't scoff at small projects. Even if we lose some money working on "small potatoes," it is well worth the opportunity to gain a happy client. Happy clients usually come back, and sometimes they bring their friends

» What if I want you to work with a technology that you are not familiar with?

If we believe that the knowledge gained from learning said technology will be applicable to future projects, we will acquire the knowledge at no cost to you. On the other hand, if we believe that said technology is proprietary or not applicable to any other foreseeable project, we will bill for the time spent learning it