veris

Health Check

Web and mobile applications

What's a Health Check?

We'd like to tell you that our Health Check for Web and Mobile Applications is some new kind of AI-driven bot that automates all of your code quality checks to make sure your application never gets sick and remains up to date in all the important ways forever but, unfortunately we're not there yet.

Our Health Check uses real humans and it's a bit like a car service, but for your mobile and web applications. After about 12 months, software begins to show visible signs of aging and instability. It's not that the job was done poorly, it's just that software is a bit like a living organism – the environment around it changes and so the software needs to adapt in order to survive and thrive.

It may be that you're a non-technical person and you need to know how the code is looking under the hood – are you getting what you paid for? If you *are* technical, the problem may be that you haven't got time to do the things that need urgent attention because you're too busy building new features to ensure you can give your customers what they want. Other times, a second set of unbiased, independent eyes are what's needed – a non-judgemental look over things to make sure any possible issues or problems are found early so you can prioritise more effectively. All of these are why we built Health Check for mobile and web applications.

One of our many technical experts will spend some time with your code and provide you with a report and some advice on what to do next. That may be things like updates and ugrades you should be aware of that need to be factored in? It may be some efficiency gains you can gain if your development team could just re-factor a few things. It may also lead to a clean bill of health which means you can relax for another 12 months and get on with serving your customers and users as you know best. All of this will be provided in a format that technical and non-techincal people can understand and use to make better decisions.

If that all sounds good, let's dive in. Don't worry, we'll be gentle.

Health checks help teams minimise the risk of their system failing due to aging technology and adapt to changing business need.

Typical problems of aging code

Like people, not all code ages the same way or at the same speed. It also depends on what you need it to do for your business. That's why having a human who knows your business objectives (but isn't part of the day-to-day team) take a look at what you've got now and where you want to go is. This can help prevent some of the common things we've seen as code begins to age.

Cyber security risks

Typically, at the 12-month mark, some software components (things like frameworks) lose their long-term support. This can result in software libraries no longer updated with latest security patches, making you vulnerable to cyber security incidents.

Major outage risks

Because of software's connectivity with other technologies and platforms, there can sometimes be a risk of a major outage. For example, a new Windows update or a browser update on the user's end can make an application unusable because of historic incompatibilities.

Risk to business growth

We can't tell you how many times an app has just dropped off the app store because of an incompatibility that a client never saw coming. Google and Apple release new versions of their Android and iOS operating systems regularly. If your app is using old Android and iOS libraries (the stuff you won't notice just by looking at and using), it can be made unavailable on the app stores or not work with the latest iOS and Android devices resulting in possible user growth/ experience risks which, ultimately can impact the brand.

Impact of data or usage increase

Apps are often built to handle specific data and usage metrics. The current or future growth of the application may impact the apps ability to handle a larger volume of users or data being created within it. Who wants to be a fast-growing unicorn who hits a ceiling just because of some old code?

How does a Health Check work?

Over the course of 1-2 weeks, we perform an efficient but comprehensive review of your mobile and web applications both from a frontend and backend perspective. We go through all the software and technical library components and produce a report with details of the components, their long-term support (LTS) status and our recommendations if the software components are out of LTS or require upgrade. We will also perform a review of components that could be optimised now, to protect against a potential business risk in the near future.

Who does it?
You'll hear this a lot from us because we don't use cookie-cutter approaches but 'it depends'. The short answer is that you'll get a Senior Engineer who's familiar with the technology you use in your current technical solution.

What we need from you?
All we need is access to the current code base and access to the technical environment. Once we have that, we're up and running.

How much time of yours will this take?
Best case, just a few hours to set us up. Sometimes, in order to understand the context of the business and the goals at a more specific level, we'll need a little more, usually through ad-hoc meetings. No matter what happens, we're talking hours, not days of your time.

"By undertaking a health check of our system, Veris were able to identify potential risks and provide a staged approach to resolve these issues to ensure that our system continued to be supported. The health check report clearly explained what upgrades were required and the timeframes these needed to be updated by."

– Renee Fairhurst, NSW EPA

What do I get at the end?

In short, you get what you need to set your business up for success by enabling better planning, risk management and roadmap conversations abour your technology. We pride ourselves on our easy-to-use reports. They're written so that technical and non-technical audiences can understand them with ease.

It's easy to get carried away with delivering too many pointless artefacts – it may make you feel like you got more for your money but often you just end up more confused. We take the less is more approach; just enough to help you make the best decisions you can for your organisation at this point in time.

Executive summary
This is a high-level, non-technical report of the applications' health status, possible business risks and actions you can take to mitigate those risks.

Detailed Health Check Report
This is mostly for the technical people in your business. It includes:

- A list of all the technical components of your application
- Support recommendations for components that may need attention right now
- A view of the areas that could do with improvement in the near future.

We don't believe in 'future-proofing' because we acknowledge that organisations change and so do technical landscapes, so we'd be lying if we said it. What we want to do is help you plan better, beyond being trapped in financial year cycles, so ultimately, your organisation can adapt and evolve as the technology does.

How much does it cost?

Because we know that going to the doctor can be a little nerve-wracking, especially if it's been a while, we offer a fixed price fee of $10,762.00 excl. GST

"Veris identified that a Health Check was required on our mobile app in order to remove any potential obsolete software and reduce risks to continuity of service, and thus ensure longevity for our core users in Emergency Services. After a review, Veris documented their findings and clearly consulted with us to determine a priority of upgrades according to urgency and costings. The upgrades were implemented within timeframes and budget resulting in a more efficient service for users."

– George Milfsud, VicMap DTP

Does this all sound good to you?

If you think you'd like to go ahead with a Health Check or want to find out more about the service, please get in touch with us by contacting Imran via email at imran.qazi@lapisit.com.au