

Meditation Centre - Team 52
123 Naught Street,
Brisbane 4000
September 12, 2016

Mr. John Doe
CEO
Team 51
123 Crisscross Street,
QLD, Brisbane 4000

Dear Team 51,

Thank you for taking the time to meet with us again, we were exceptionally pleased to see the smooth progression and rapid development of the web application for our Meditation Centre and appreciate the opportunity to provide an in-development review of both your team and the overall progress of the project.

It was clear in the manner of your presentation, and the quick retrieval of all relevant documentation that your team was well prepared. You were able to demonstrate the upcoming features of the second release quickly and thoroughly, and we noticed no significant issues with your delivery.

Each of the agreed tasks from the third sprint plan were completed and delivered on time, including the contact and about page, along with admin permissions for management. Within your presentation you provided evidence that each of these features worked as specified in the acceptance criteria, and at no point did you give any reason to suspect you had anything less than full confidence that our product would work as expected.

Although obviously still not the desired final product, as the application now provides the means for users to create accounts as well as being able to view information and sign up for courses, we feel that it now provides us with limited business value. Because of this we would like to investigate the possibility of launching the website in its current limited form so that our users may be able to get some use out of it while it develops.

We did however have some notes on how we feel the website could be improved:

- One suggestion we have for improving the user experience of the site would be to have an easier way to go to the main website from the user portal--currently you have to find a button hidden in the account options and we feel this could be clearer.
- As briefly discussed on Thursday, we feel that an email notification system would be the most convenient way for our users to keep track of all their "my meditation" information.
- As was also discussed, we would appreciate any further developments towards making the interface work well for both desktop and mobile devices.

We also feel it is important to mention some of the aspects of the application that we feel are especially strong in their design or functionality:

- The inclusion of the Google map in the contact page will be highly beneficial for customers in locating our centre, which in turn adds business value to our website. Google maps are highly reliable, and this will likely be used heavily when we encounter future potential customers.
- We are extremely satisfied with the design of the application--we feel that its minimalistic yet pleasant aesthetic provides a functional interface that embodies our company philosophy.

We felt that your team made an effort to make your presentation at a technical level that we were comfortable with, cutting back on details that we wouldn't understand but still giving us a sufficient overview so that we can make informed decisions moving forward.

We are still satisfied with the backbone technologies you are using to develop the site, and as yet have no suitable reason to suggest any changes. It was also comforting to see that no technical difficulties or defects were experienced during your presentation, providing proof that your website is relatively free of bugs and issues. Additionally, when we reviewed the website using the link you provided we found no obvious unexpected issues, although further testing is always a good idea.

We found the presentation itself to both clear and coherent, with appropriate explanations of a variety of aspects regarding the project. Your team was confident, and you speakers spoke loudly and with minimal nonsense.

During the presentation, we had minimal queries about the features developed throughout the project. However, when a question was raised concerning an element of one of these features, your team answered knowledgeably. Although no doubt simply an effort to simplify the presentation, we did notice that some of your team appeared to be knowledgeable about the workings of the site, which could potentially indicate some inequality in team involvement in the project.

Overall, your presentation was both professional and successful. We appreciate your continued efforts towards developing our system to the best of your abilities. We are confident that your team will continue to provide our business with a successful and efficient system upon the delivery of the second release.

We appreciate your client-focused development processes, especially in providing us with an opportunity to input our preferences in prioritising the upcoming developments.

Sincerely,
Meditation Centre - Team 52