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TEN FORWARD
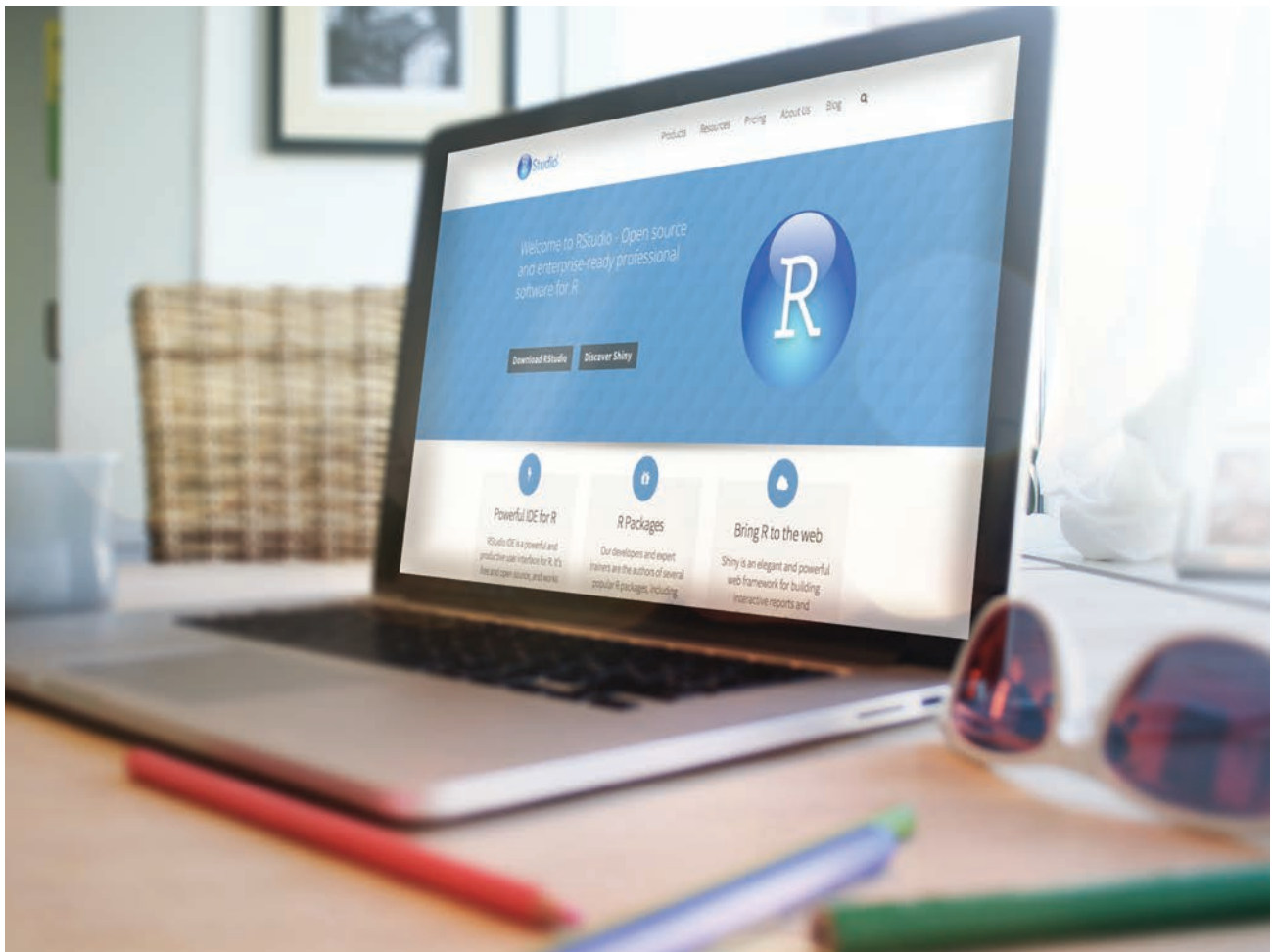### CONSULTING

RStudios

BACKGROUND

Inspired by the innovations of R users in science, education, and industry, RStudio develops free and open tools for the R developing language community. With their increasing popularity, RStudio added enterprise-ready professional products to make it easier for teams to scale and share work. The creators of the R programming language provided a flexible and powerful foundation for statistical computing; then made it free and open so that it could be improved collaboratively and its benefits could be shared by the widest possible audience. There are many benefits to free software in science: improved reproducibility, wider sharing of knowledge and techniques, and elimination of cost barriers to create a more level playing field, to name just a few. R users are objectively doing some of the most innovative and important work in science, education, and industry.

PROBLEM

When dealing with software deployment, maintenance, and upkeep, the team at RStuidos was overbooked with work. Intricacies of software platform development demanded continuous updates and changes, even when the resources needed for such work was absent. Hadley Wickam, chief scientist of RStudios in charge of Crantastic, another open source platform technology, felt that his team of highly skilled engineers and scientists were in a difficult and strenuous work environment while implementing the project. "Progression, implementation, and continual upkeep of Crantastic has become more and more painstaking for our team. We just couldn't keep up with everything involved," explained Wickam.

SOLUTION

Going with a proven leader. Wickam's search for a partner began with referrals and bids by highly regarded development firms across the country. Wickam returned to his past portfolio projects and came across Ten Forward Consulting.

Great customer service. Wickam recalls in throughout the contract how impressed he was not only with Ten Forward's credibility but also with their professional communication and commitment to top notch customer service. "Whenever we had questions regarding the functionality, progress, changes, or updates of Crantastic, we were always provided delightful service and timely responses as well as follow up action," he recalled.

> "We were extremely impressed with Ten Forward's work, execution, professionalism, and knowledge around their practice."
>
> - Hadley Wickam, RStudios

RESULTS

Outsourced key development needs to a trusted partner.
Once partnered with the resources, expertise, and capabilities exhibited by Ten Forward, the RStudio team could find a peace of mind within a stressful environment because they finally had a trusted, reliable, and committed partner. In the past, RStudios met hurdle after hurdle which stagnated the progress and made it difficult to justify the development efforts being made. "We really struggled as a team to outsource the work that needed to be outsourced which pulled our execution timetables back and created an unusually stressful environment with missed deadlines and projects," says Wickam.

Now, Wickam and his team can revert their focus back to the important development efforts being made by the company. "Anything outside of our team's core competency can be delegated to the Ten Forward crew without the slightest hesitation because we know the quality of their work will be impeccable and they will do the right thing 100% of the time," remarked Wickam.

Continual and automatic updates and secured data
As the world of technology continues to evolve, updates and new iterations are released every day. Keeping up with this process is a commitment most companies aren't able to make due to insufficient time and resources. When talking about challenges faced by the team and efforts, Wickam expressed, "The constant updates and changes being made every day are impossible to keep up with and maintain the flow needed to hit certain developmental and production milestones demanded by the project." RStudios now enjoys the peace of knowing their software, interface, and user experience are constantly up-to-date thanks to the continual review and monitoring by the Ten Forward team.