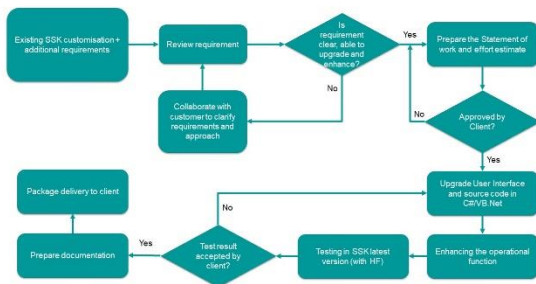# SmartSketch Automation

## Customisation and bespoke development

### Summary

Under this service, TecSurge develops, enhances, maintains, upgrades and tests built-in commands and add-on macros for SmartSketch (SSK). Requirements for customisation are defined in consultation with the customer, with TecSurge providing advice and recommended approaches.

Customisation of SmartSketch requires the use of Microsoft technologies such as Visual Basic 6, .Net, OLE and the SmartSketch API and type libraries.

Typical SmartSketch upgrade customisation project workflow

### Differentiators

- Consultative approach to ensure fit for purpose and fit for use outcome
- Specialisation covering product and tool specific knowledge
- Flexibility and scalability to meet different scenarios
- Accelerated delivery schedule and optimised cost

### Challenges

The primary challenge with any custom software development project is to clearly understand customer requirements, and align these with the capabilities, limitations and optimal approach for the platform and its supporting technologies. Customers benefit from TecSurge's excellent industry knowledge combined with substantial SmartSketch development experience, ensuring that your requirements can be quickly translated into practical solutions.

Efficient development for SmartSketch also requires a good working knowledge of its functionality and APIs, which can only be obtained through continuous research and development exposure. TecSurge's specialisation in this field ensures you do not waste time and money through a trial and error approach to development.

In cases where existing customisations must be enhanced or upgraded, documentation of the original implementation is often lacking or missing completely. TecSurge has the expertise to analyse and understand your existing source code no matter the level of supporting information available, and to ensure your new requirements are met.

Where no existing source code is available, TecSurge can work with your personnel to re-create the original solution based on observations of its functionality, ensuring you receive a deliverable that is not only functional, but future-proofed for subsequent upgrade cycles.

### Deliverables

- SmartSketch Symbols
- Source code (in C# or VB.NET) and resource files
- Compiled objects (installers, executables, and dynamic link libraries)
- Documentation (covering installation, configuration, changes, and obsolescence)
- Testing and acceptance records and documentation

## Work Process

TecSurge manages the development process in accordance with industry .Net standards, and aligns functional usability with customer expectations and conventions. Source code is managed in a version control system to ensure robust traceability, security and strictly protect client confidentiality.

### Quality Assurance

TecSurge takes advantage of automated conversion and testing tools wherever possible to validate and verify the work product. Peer review of newly developed software source code is also an essential tool used to ensure a quality outcome.

In addition, customisation projects perform a full acceptance test based on appropriate test scripts, with delivery performed upon customer acceptance of these test results.

Any defects identified after TecSurge project completion are addressed at no cost based on the standard warranty period defined in the contract terms and conditions.

### Getting Started

To estimate the schedule and cost for this service, we typically request the following preliminary information:

**What version of SmartSketch are you using (and which versions do you want to target, if they are different)?**

Why: To account for full compatibility on different versions of SmartSketch and ensure our testing is performed on an environment required by our client

**What development platform do you prefer (e.g. VB.Net or C#)?**

Why: TecSurge will utilise the exact platform for development, to guarantee a 100% compatible deliverable.

**What is your target completion date and when do you expect to start?**

Why: The response to these standard project management parameters can have a significant impact on the schedule due to prioritisation of work and the manpower required.

If this service describes your situation, and you're able to provide the requested information listed above, contact us today for a quotation.

## Contact us

info@tecsurge.com

**TecSurge Pte Ltd**
*(Co. Reg. 200818750C)*
T +65 6562 7980
18 Boon Lay Way
#10-135 TradeHub 21
Singapore 609966

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