

## Software Development & Application Support

### What do we do and why do we do it?

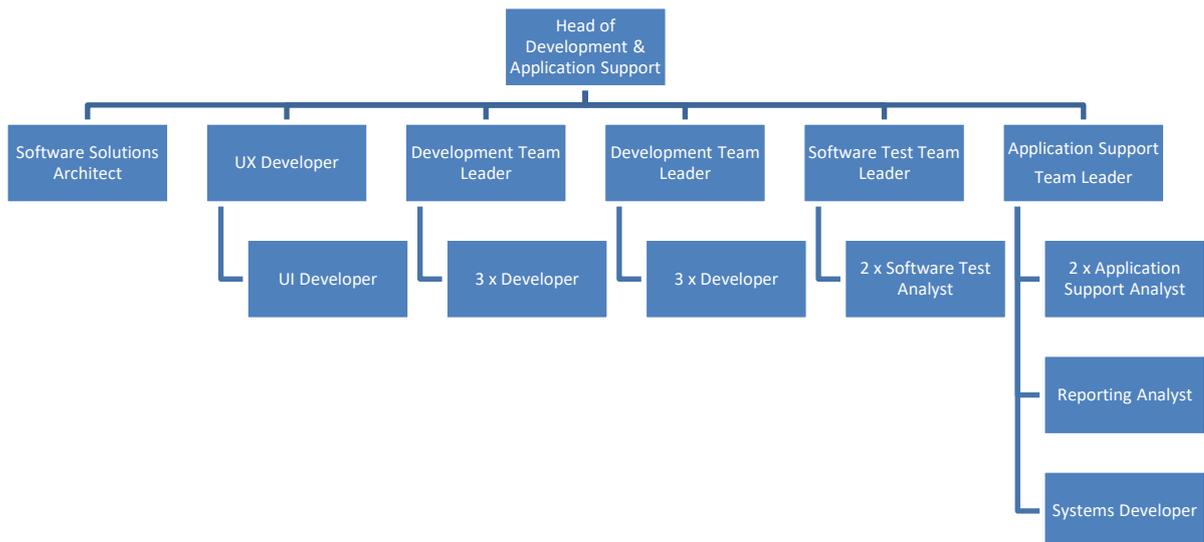
We build customer-facing and internal software solutions to help Defaqto achieve its strategic and financial goals, using modern tools, processes and practices to improve efficiency and costs and ensure that quality software is always delivered.

We build modern, responsive websites using Angular, web API services, MVC, C# and SQL – and we aim to use the latest versions of the Microsoft development stack. We also use Agile development methodologies and engineering practices such as SCRUM / XP.

The majority of our development work is focused on Defaqto Engage, a software solution for financial advisers, helping them to manage the investment planning process for their clients, all in one place, from a trusted source of fund, platform and product information.

However, we also work on a variety of software solutions for banks, insurers, pension and investment companies, fund managers and comparison websites – and we develop and support the software used by our Research teams to collect and manage all Defaqto’s financial product and fund data.

### How are we organised?



Our **Software Solutions Architect** has oversight of the high level design and architecture of our software to improve consistency, with a focus on reuse, maintainability and performance. He is also a hands-on Software Developer for part of his time.

Our **UX Designer/Developer** designs and develops the user interface component of our software applications from concept, research, and prototyping, through to technical design and implementation – he’s responsible for implementing eye-catching data visualisation and providing a great user experience for our customers.

Our **Development Team** consists of six full-stack Software Developers and one front-end specialist, our UX Developer, plus two Development Team Leaders. The Team Leaders both combine hands-on development with co-ordinating and overseeing development activity and managing the individuals in their team.

Our **Software Test Team** are responsible for preparing and executing appropriate test plans for each development project, ensuring errors are identified and corrected before release to clients.

Our **Application Support Team** deploys and supports new releases of software to our customers and colleagues – ensuring client and internal facing applications are available 24/7 and performing as expected. Issues are escalated from our Customer Success team and could relate to software, reports, data or systems issues. The team also complete short development products to improve our software.

## **How do we work?**

Our Product Management team, who we work with very closely, consists of a Technical Project Manager and five Business Analysts. They take a high level concept, break it down into the design, and then create detailed requirements specifications for the Development team to work to. They manage development projects to ensure high-quality, on time delivery and are also involved in testing software and signing it off for release.

All our team members work very collaboratively throughout the whole software development lifecycle. Business Analysts, Technical Leads, Developers and Testers work together to review and estimate product requirements as they evolve. We then work in two-weekly cross-discipline Agile sprints from discovery through to launch.

## **What's it like to work in our team?**

Our team is helpful and friendly, hardworking and communicates well. We are all ready to lend a hand or share knowledge when something tricky comes up. The team is filled with highly skilled people, as are the teams around us. Additionally we have the opportunity to learn about financial products and investments from internal experts.

We plan effectively and have well defined but flexible processes which are faster paced and lighter than other companies, while still having a structured development process and clear definitions of what's expected. Our company is fast-moving and becoming more and more of a household name. We're always trying to improve and we actively invest in new technologies to improve solutions.

We care about our customers, whether internal or external, and work hard to satisfy them. We're also a pragmatic team, always focused on finding a way to get the job done.

## **Why would you want to work in one of Defaqto's technology teams?**

Defaqto's IT department is a great team where we are constantly learning from each other and from the broad variety of work we deal with. We work with a modern development stack including AngularJS, WebAPI and Entity Framework with an openness to adopting new technologies.

In a relatively small team, where we all work collaboratively, you get to have a say in how we develop, test, deploy and support our software. Everyone in the development team is highly skilled so there is always something that you can learn from your peers.

At Defaqto, there are always lots of things going on to help you get to know your colleagues within IT and across the rest of the business. We have a flexible approach to working hours and helping people to maintain a good balance between work and home life.

Unique to Defaqto, rather than having 'senior developers' we give everyone who's interested the opportunity to be the tech leader on a project which gives responsibility and another side to software development.

We work hard but efficiently and plan well to ensure that our workloads are sensible and achievable. The culture in the company is friendly and collaborative and in an IT team you will be able to develop and thrive doing the work you enjoy.