Advisory services handbook

Your partner at every stage of development. Tackle your biggest challenges with tailored solutions and expert services.

ionic • eBook

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For more information visit: Ionic.io

INTRODUCTION

Welcome to Ionic Advisory

Enterprise developers and teams building mission-critical apps have a lot at stake.

Their customers, their partners, and their internal collaborators depend on the team's ability to deliver a great user experience within the time and cost boundaries of the project. When you're the one in charge of a team responsible for delivering that application, it can be overwhelming.

Thankfully, you're not alone. Ionic Advisory services are your partners for success.

New to mobile? No problem. We're mobile experts with decades of experience and a sharp understanding of the latest in mobile security, performance, native features, and architectural best practices.

When you choose to build with Ionic and take advantage of Ionic's Advisory services, you can embark on a new project with confidence knowing that you'll have access to experts who are vested in your success—and will be here for you every step of the way.

In this solution brief, we'll guide you through the key phases of the development lifecycle and explain where and how Ionic Advisory fits in. On top of that, we'll go deep into the specific services available to you as an Advisory customer. Finally, we'll clarify the scope of services provided and review general best practices for making the most of your partnership with Ionic.

Let's jump in.

Navigating your App Development Lifecycle

Ionic Advisory is designed to address the key phases of the application development lifecycle, from planning and development to deployment and maintenance over time. After all, while time-to-market is often of the highest importance in the beginning stages of a project, making the right decisions throughout the lifecycle will help you minimize technical debt and keep ongoing maintenance costs to a minimum. Featured below is a high-level diagram that shows the key services provided by Ionic Advisory, mapped to the various phases of the development lifecycle. We'll go deeper on each of these services in the subsequent sections of the brief.

	PLANNING	DEVELOPMENT	DEPLOYMENT	MAINTENANCE
Enterprise Delivery	• Kick-off • Product onboarding • Resource review		• App launch best practices	• Roadmap sessions • Cadence calls • Business review • Adoptions metrics • Prioritized enhancement requests
Enterprise Support	• Doc overview • Enterprise support portal	• Real time troubleshooting • Implementation support	• Build troubleshooting • DTAS support	• Build stack • Prioritized bug support
Advisory Support	• Custom advisory roadmap • Migration review • Plugin consultation • Mobile gap planning • 3-day training • UX/UI review	• Working sessions • Architecture review • Code review	• CI/CD consultation • Monorepo consultation	• Upgrade milestone planning

Meet the Team and Communication Methods

One of the most significant advantages of partnering with Ionic Advisory is the relationship that you gain. In fact, it's probably the most important factor separating Ionic from other open source mobile development solutions. While React Native and Flutter are great solutions, good luck getting Facebook or Google to return your calls when you get stuck on an issue. With Ionic Advisory, you'll be paired with a team of experts who will get to know you, your development team, and your unique project goals and objectives. Onboarding sessions, regular checkpoints, a dedicated point of contact, and a guaranteed response SLA will ensure that you get the help you need,when you need it. That's the Ionic advantage.

On top of the usual communication channels like phone and email, Ionic Advisory customers can set up a dedicated Slack channel with direct access to our mobile experts and Ionic Engineers. This realtime communication channel provides a great outlet for ongoing project updates, or even just the occasional quick question sanity check. No matter your needs, with our team of experts at your side, you won't be going it alone.

See how Jnesis development team members and executive leadership benefited from having direct Slack access to Ionic engineers. **Read the case study.**

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Ionic has effectively become an extension of our team. They've assisted us through numerous releases and assisted with several critical bug fixes. They've proven to be much more supportive and willing to help than many other software vendors we've worked with."   – DEVIN VAIL, LEAD MOBILE DEVELOPER

Key Advisory Services

Ionic Advisory services are designed to help you meet or exceed your project objectives. Common customer objectives include:

→ Accelerated time-to-market

→ Optimizing mobile UI for an improved user experience

→ Accessing native device features and functionality

→ Integrating with third-party data and applications

→ Improving app security to safeguard users and data

→ Preventing or reducing technical debt

1	CODE REVIEW	2	ARCHITECTURE REVIEW
3	UX/UI REVIEWS	4	MIGRATION REVIEW
5	3-DAY FRAMEWORK TRAINING	6	PLUGINS AND INTEGRATIONS CONSULTING
7	CI/CD REVIEW	8	WORKING SESSIONS

Code Review

Ever get stuck in a project and need a second opinion? Or maybe you finally got your app working but you're not sure if the code you wrote is as good as it could be? These are great times to request a Code Review. Customers often turn to Code Reviews when they want to **get unstuck in a project**, or when they want to make sure that the code they write is **secure and fully optimized.**

Process: The Ionic Code Review offers an in-depth review of your application at a code level. Whether you're preparing to release a major consumer app or enhancing a legacy internal app, a Code Review will help your team understand the strengths and weaknesses within your codebase.

Leading up to the Code Review meeting, your Solution Architect will spend many hours parsing through each line of your code. Our SA's focus on a few key areas: testing, dependencies, bundle analysis, code cleanliness, SOLID principles, and LIFT principles.

Deliverables: During the Code Review findings meeting (2 hrs), the Ionic team will share and review an in-depth summary document detailing suggestions for our findings. We will highlight both critical updates and general best practices, and then proceed into a detailed evaluation of your code. In total, a Code Review can take anywhere between 8-20 hours from your advisory bank (time depends on the amount of code and specific objectives of the requesting team). The meeting recording will be shared with your team. Code Reviews are most successful when front-end developers from the requesting team are included in the process!

Best Practices: To schedule a Code Review, please contact your CSM 4-6 weeks in advance. Your Solution Architect will need access to your code. A quick prep meeting will be scheduled before starting the review to understand the requesting team's key and unique goals (example goals: expose security vulnerabilities, reduce long-term maintenance, and/or modernize plugins).

"

At Caredfor we've found the Code Reviews to be extremely valuable. The Ionic team helped us achieve some quick-wins right away, particularly around ways to improve project structure and organization, and operational efficiency. Now that we've implemented the more time sensitive recommendations, we're prioritizing some more nuanced enhancements that the Ionic team helped us identify. Overall they've been a big help."

— SHANNA HUTCHINSON, LEAD FRONTEND
  ENGINEER AT CAREDFOR

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Architecture Review

Whether you're planning a new project, or refactoring an existing app, Architecture Reviews are a great way to **reduce or eliminate technical debt, improve your app performance, boost security, and lower ongoing maintenance costs.**

Deliverables: Following the Architecture Review meeting, your Solution Architect will share the recording of the meeting, as well as a PDF outlining their recommendations, an executive summary, and the next steps/milestones needed to remediate/optimize your application.

Best Practices: To schedule an Architecture Review, please contact your CSM 2-3 weeks in advance. Prior to the meeting, your CSM will share a PDF reviewing the guiding questions your team should be prepared to speak to/demonstrate.

Process: The Ionic Architecture Review offers a real-time review of your application. During a two-hour meeting, your Solution Architect will review your code with your development team over Zoom. Guided by a set of predetermined questions designed to expose the high-level health, architecture, strengths and weaknesses of your code, your Ionic SA will be able to ascertain key code trends and recommendations, and communicate these back to your team.

> The Ionic team helped us validate our general architecture and provided useful maintenance and dependency recommendations. During the review, they helped us address active challenges and followed up with a comprehensive document reviewing our current state and next steps."
>
> — THIRUGNANAM MAGANDRAN, APP DEV TEAM LEAD

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UX/UI Reviews

Mobile user experiences pose a unique challenge for many teams. Even if you've developed a successful mobile app in the past, mobile UI paradigms are constantly changing—and so are the tools available to help you deliver a great UX. Development teams often benefit from working with our experts to develop strategies for **improving their UX, designing a stellar mobile experience from Day 1, or navigating a particular scenario that may be challenging for your team**. Luckily, delivering a great mobile UX is what we do!

Process: The Ionic UX/UI Review is a service designed to improve your application's usability and user experience. Led by our co-founder and Chief Design Officer, Ben Sperry, our team will focus on your application's general design (navigation, page content, workflow, visual aesthetics, real estate usage, ect..), and/or any specific area/concern within your application that your team needs feedback on.

Deliverables: During our scheduled UX/UI Review session (2 hours), our team will share high-level findings/recommendations, frame mock-ups that outline design opportunities, and best practices paradigms and industry standards. Following the meeting, your CSM will share a link to the zoom recording.

Best Practices: To schedule a UX/UI Review, please contact your CSM 2-3 weeks in advance. Prior to the meeting, please specify the area of your application you would like us to focus on.

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Migration Review

For long-time Ionic developers with projects that are running older versions of Ionic Framework, or teams who want to migrate from Cordova to Capacitor, the Advisory team can assist with your migration experience to help you **reduce risk, plan effectively, and ensure a smooth transition** between technologies. At the end of your migration, your app will leverage the latest platform improvements and adhere to modern front-end mobile standards.

Process: Our Migration Review targets two key migration activities: upgrading the Ionic Framework version your application is on (ex. V3-V5 migration), and moving complex applications from Cordova to Capacitor. During a two-hour Migration Review meeting, your Ionic Solution Architect will outline the unique tasks and milestones between your application's current state and your migration goal. Our team will share best practices, resources, and documentation to help your team accomplish each step on your migration roadmap.

Deliverables: During the Migration Review meeting we will provide a PDF outlining the milestones to accomplish your migration. Following the meeting, your CSM will share a link to the zoom recording.

Best Practices: To schedule a Migration Review, please contact your CSM 3-4 weeks in advance. Depending on the migration activity, your Solution Architect may need access to your code prior to the Migration Review meeting.

> The experience we were able to deliver with the initial version (Ionic 3), was well received by our customers, even those who were native die-hards. The upgrade to Ionic 5 has delivered even better experiences and performance. We've been delighted with the outcome."
>
> — BRIAN PARKER, CHIEF INFORMATION OFFICER AT 86 400.

See how 86400 leveraged Ionic Advisory for a seamless migration experience.

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Plugins and Integrations Consulting

Trying to enable a new mobile feature? We can help. Our Plugins and Integrations consulting sessions will help you identify the right native plugins, backend services, or third-party integrations. Speed up development by quickly identifying the right solution with help from our team.

Process: During these live-sessions, your Solution Architect will leverage their experience working with hundreds of other customers to review the delta between your current and desired state and provide appropriate recommendations.

Deliverables: Following the meeting, your CSM will share a link to the zoom recording and a summary of the findings/recommendations prepared by your SA.

Best Practices: To schedule a plugin or mobile gap consultation, please contact your CSM to schedule a meeting. In your request, please explain the challenge your team is facing, and your business goals in seeking this consultation.

> The Ionic team helped us fork a critical plugin to work in our unique tech stack. Their help enabled our team to move quickly through a large development hurdle that impacted our organization."
>
> — LOUIS STELLFLUG, SR. IT ARCHITECT

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CI/CD Review

Delivering and updating your app can be a challenge. Optimizing your CI/CD pipeline and understanding how Appflow can meet your business needs will **save your team time and resources**. Meet with our experts to understand how other companies approach builds, app store publishing, and continuous delivery.

Process: During these live-sessions, an Ionic DevOps Engineer will leverage their experience working with hundreds of other customers to review your current CI/CD pipeline and/or stated development goals and provide appropriate recommendations.

Deliverables: Following your Working Session, your CSM or SA will share a link to the zoom recording, relevant documentation and outline next steps.

Best Practices: To schedule a CI/CD Pipeline Review or App Store Publishing Process Review, please contact your CSM to schedule a meeting. In your request, please explain the challenge your team is facing, and your business goals in seeking this consultation.

"We've seen a significant time return after refining our CI/CD pipeline to leverage Ionic Appflow and Ionic's recommended build and deploy best practices. The Advisory team walked us through the art of the possible, and then helped us implement a continuous development workflow that fit our technology stack and team resources."

— SCOTT ZISCHERK, SENIOR APPLICATIONS DEVELOPER

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Working Sessions

Have a general question? Not even sure where to start? Working sessions are your way to get general advice from the Advisory team. We can help you think through any problem related to your project, helping you **speed up development, improve app quality, and reduce project risk.**

> The Advisory team has been great, and super responsive. I'd say that in total Ionic Advisory has saved us at least 2-3 weeks that would otherwise be spent looking at documentation or searching on Google or Stack Overflow."
>
> — CHRIS HAMPTON, SENIOR APPLICATION DEVELOPER & TEAM LEAD

Read the full story.

Process: Ionic Working Sessions are our most flexible and tailorable advisory service. During a live conversation with your Solution Architect, your team can raise any code challenges your application is currently experiencing and leverage our team's dev experience to find a path to resolution.

Deliverables: Following your Working Session, your CSM or SA will share a link to the zoom recording, relevant documentation and outline next steps.

Best Practices: To schedule a working session, please contact your CSM to schedule a meeting. In your request, please explain the challenge or initiative of concern, and your timeline for resolution.

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3-Day Framework Training

> This has been an amazing session. I took away a lot in regards to the structure and layout of apps. This knowledge will help me a lot in the future when it comes to gathering requirements for the dev teams."
>
> — MOHAMMAD ESMAEILI, CASHCO FINANCIAL

Our 3-Day training will **enable your team** to move forward with the foundational knowledge needed to approach hybrid mobile app development.

Process: The Ionic 3-Day Framework Training is designed for teams who are new to hybrid-mobile app development. Lead by a Solution Architect, the training covers the following topics:

- General hybrid application architecture
- App setup and organization
- Unit Testing and Test Driven Development (TDD)
- Library management with NPM
- Pages and components
- Styling
- Fetching data from web services
- Handling asynchronous code
- Using Native APIs
- Building the application and sideloading on a device
- PWA overview and best practices
- Deploying the app as a PWA

By the end of the training, your team will finish building a sample application using the framework

of your choosing (Angular, React, or Vue), and will be proficient in hybrid-mobile app development.

Deliverables: Following each day of the training, your Solution Architect will share a link to the recording, a summary of the topics covered, and links to any documentation or resources reviewed during the training.

Best Practices: To schedule a 3-Day training, please contact your CSM 2-4 weeks in advance and specify the dates your team is available for all-day trainings. Prior to your 3-Day training, your CSM will share pre-work your team needs to complete before your first full-day.

Reaching Your Goals with Ionic Advisory

App Development Goals

→ Reduce or eliminate technical debt

→ Reduce maintenance costs

→ Accelerate time to market

→ Improve UX

How Ionic Advisory Can Help

→ Timely advice on how to design your app architecture for future-proofing and reliability

→ Help identifying inefficiencies and areas within your code that will cause trouble in the future

→ Tips for increasing productivity and getting you unstuck when you hit

→ Feedback on enhancements and advice on implementing modern UX paradigms roadblocks

Scope of Advisory Services

A common question from prospective customers is which problem areas or solutions Ionic's Advisory experts can help with, and which areas might be out of scope.

The Ionic Advisory team leverages the collective knowledge of the team's expertise and previous experience building apps and consulting on customer projects. Below is a list of subjects that the Advisory team is fully equipped to help with and a list of subjects that the team may or may not have an opinion on due to its subject matter being outside of the core Ionic technology stack.

Advisory Team are Experts in...

- Architectural layout of a project

- Implementation of core Ionic components

- Configuration of Ionic support plugins and/or solutions

- Ionic application size reduction best practices

- Unit testing best practices

- Styling Ionic components

- Angular/React/Vue

- App deployment

Advisory Team can sometimes provide an opinion on but is not responsible for...

- Community supported plugins

- Non-Ionic based applications

- Custom or customer built Ionic Native plugins (Cordova or Capacitor)

- Application styling outside of Ionic

- 3rd-party plugin solutions

IONIC ADVISORY:

Your Partner at Every Stage of Development

The decision to choose one mobile development platform over another is enormously consequential. Not just for the beginning stages or the initial version of your app, but over the lifetime of the project. Your ability to deliver the right user experience, manage risk and safeguard your users and data, and stay within the project's cost and time constraints will all depend heavily on which platform you choose.

We understand there's a lot at stake. That's why we've invested so heavily to build a team of experts who can help our customers succeed. And for most customers, Ionic Advisory has made all the difference.

When you partner with Ionic and become an Advisory customer, you'll have a team of experts at your back, helping you every step of the way. From real-time Slack access to code and architectural reviews, performance and security audits, in-depth training, and open working sessions, we can help you reach your project goals and empower your team to improve their skills along the way.

Ready to get started? Contact our team to schedule a Strategy Session and learn more about how Ionic Advisory can help you succeed. Or, if you're an existing Ionic customer, contact your Customer Success representative today to get started.

Get started today.

For more information visit: Ionic.io