Shiny App Support & Maintenance

Jumping Rivers are renowned experts in data science and machine learning. We work with organisations around the world, and assist them in moving to a data-first approach. With a depth of experience across multiple industries, we can aid with challenges faced when delivering and developing data science and machine learning services.

Many organisations have now developed applications in Shiny, but they lack the resources to enhance and maintain them on an on-going basis, often because their developers have moved onto new developments.

We offer a comprehensive service to keep your valuable Shiny apps running smoothly and in tip-top condition. Our service typically covers bug fixes, general application improvements and new features. We can provide support on all aspects of the application, including undertaking software upgrades and maintaining these to the latest level.

Initially we will undertake a scoping study to fully understand the application and to help train our shiny engineers on the application. We look at:

- **Shiny application codebase** (general code structures, links to other resources such as databases, CI infrastructure surrounding the App, any areas that may cause issues in the future and documentation around the application)

- **Deployment** (How is the application deployed, Is there a separation of staging and production, Potential future pitfalls)

The scoping project will deliver a report describing our findings with the next steps described and our recommendations of support required and annual cost of providing this.

We believe that all our engagements should involve knowledge transfer to your team. During a project, we share our project handbook that details how time is spent and documentation. We can also provide training courses on any of the technologies or methods in use, including one-to-one support throughout a project.

Features
- Extensive experience in Shiny Design and Development
- Trained (in your application) support team
- Full Service Posit partner with knowledge of all their products
- Experience in supporting Shiny Apps in the Public Sector

- Tailored Support Solution available on an annual subsciption
- Full scoping initially to assess the support needs
- Experience in enhancing Shiny apps to production level
- Shiny Training available
- Code reviews, bug fixing, software upgrades
- Support can be full managed service through to ad hoc

Benefits

- Augment your Shiny resources, freeing then up
- Manage the Shiny app and make sure it runs smoothly
- Makes sure that latest levels of software are used
- Add new features to existing functionality
- Fix bugs and act as support desk for reporting these
- Migrate to newer technologies such as Connect
- Access to experience Shiny Developers