



Software As Craft

Learn More about Tacit Knowledge

- Read more about our [services](#)
- View solutions for your [industry](#)
- See the list of our [satisfied clients](#)

Next Step

Get started with Tacit Knowledge today. [Contact us](#).

“Tacit Knowledge's intensely focused project management and ability to quickly understand our urgent insurance adjuster business needs allowed us to launch on time and within budget. We have received very positive feedback from our customers to date.

**- Steig Westerberg
CBW Claims Inc.**

SERVICES

INDUSTRIES

CLIENTS

TK TECH

CLIENT LOGIN

Services Overview

We Get the Job Done—All the Time

Cookie-cutter software solutions—sure, they work, sometimes— but only when the problem is routine. Add the slightest twist, and you're in for a world of hurt. That's why we approach software development as a craft. We move beyond the standard approach, enjoy a challenge, and settle for nothing less than a [100-percent success rate](#).

In fact, we have the exact stuff in place to get the job done right the first time, no matter how unique, no matter how hard. [Our team](#) enables us to deliver the greatest business impact. They are smart, committed, and beyond experienced in stabilizing and tuning software. Our custom toolbox speeds troubleshooting. And our problem-solving approach supports our team with a process that yields results in weeks, saving you time and money. The entire process is also transparent and predictable, so you know what's happening and when.

What We Do

No two companies are the same, so one way of doing business does not fly. At Tacit Knowledge, we can combine our services in any order, any way, in serial or parallel. It's all based on your specific needs.

- [Development and Integration](#)—an agile, collaborative approach that jettisons high risks, low ROI, and manual tasks
- [Stabilization and Tuning](#)—unique know-how and a custom toolbox for fixing the stickiest of software problems quickly and without fail
- [Continuous Deployment](#)—single-click, large-scale application deployment for faster, better, cheaper change implementation
- [Agile Coaching](#)—a customized learning-by-doing approach for process change that lasts
- [Program Management](#)—it's all about communication, process, business value, immediate impact, and getting everyone on the same page, whether it's one project, ten, or more
- [Architecture Evaluation](#)—no force-fed, preconceived methodologies, just an open assessment of what's best for your environment
- [Mobile Development](#)—say goodbye to lengthy, manual process and hello to a new way of doing business

We've helped many clients including [The Body Shop](#) and [Sephora](#) to achieve great success. [See our other clients](#).



Software As Craft

Learn More about Tacit Knowledge

- Read more about our [services](#)
- View solutions for your [industry](#)
- See the list of our [satisfied clients](#)

Next Step

Get started with Tacit Knowledge today. [Contact us](#).

“*The Tacit Knowledge consultants had the combination of Agile and eCommerce platform experience we needed. They were open, committed, independent, and established an excellent relationship with us, greatly exceeding our expectations.*”

- Matt Raines, VP of Technology
Bluefly

SERVICES

INDUSTRIES

CLIENTS

TK TECH

CLIENT LOGIN

Agile Coaching

Change that Sticks

You know the drill. A consultant makes a bunch of recommendations. They sound great. You implement. The consultant leaves. Then everything goes back to the way it was. Hardly the desired result for a project in crisis. That's why we take a learning-by-doing approach to Agile coaching.

We'll never slap you with a 200-page book and leave you hanging. We start with what you have and introduce incremental change based on what works for you. Gradually, your process morphs into an improved way of doing things. And your team makes it their own, because they're part of the change and see the benefits at every step.

But for change that truly sticks, it can't stop there. The path to a stellar Agile process is different for every team. There's no one-size-fits-all approach. We zero in on your biggest pain, coach you on the best way to eliminate it, and stay with you until it feels natural to your team.

Key Benefits

Improved velocity—Faster, easier, more efficient project management = faster, easier, more efficient software development. Period.

Lasting change—Changing everything at once doesn't fly. Start small, get a rhythm going, then introduce incremental change and make it work. And it works. That our M.O.

Transparency and predictability—It's easier to stay on track when you know what's happening-when and why. Milestones are obvious; and when they're missed, you know why.

Nondisruptive—What good is a new process that stops you in your tracks? With our approach, you keep moving, while we help you change the how, when, and where.

Related Services



Our clients that have used this service often find an additional need for

- [Development & Integration](#)
- [Continuous Deployment](#)

[See all services](#)

Related Clients



We've helped many clients including Minted.com to achieve great success with Agile Coaching solutions. Others include:

- [Navigenics](#)

[See our client list](#)

Related Industries



Our expertise for this service spans many industries, but we have exceptional experience with these related industries:

- [Online Retail](#)
- [Biotech](#)

[See all industries](#)



Software As Craft

Learn More about Tacit Knowledge

- Read more about our [services](#)
- View solutions for your [industry](#)
- See the list of our [satisfied clients](#)

Next Step

Get started with Tacit Knowledge today. [Contact us](#).

“The Tacit Knowledge consultants had the combination of Agile and eCommerce platform experience we needed. They were open, committed, independent, and established an excellent relationship with us, greatly exceeding our expectations.”

- Matt Raines, VP of Technology
Bluefly

SERVICES

INDUSTRIES

CLIENTS

TK TECH

CLIENT LOGIN

Continuous Deployment

Faster, Better, Cheaper Change Implementation in a Single Click

Let's face it, manual large-scale software deployments are a pain—untold number of steps, executed perfectly, or else. The likelihood of making a mistake—and not realizing it—is high. And the price you pay? It's high, too. In fact, if software deployment is part of your daily grind, automation is the only way to go. And we're just the company to help.

With Tacit Knowledge, you can jettison manual, error-prone steps. Our Renaissance consultants are sys admins, DBAs, and configuration specialists all rolled into one. They can handle the scripting that's necessary and know what to do if an application needs modification. The result? Releases happen faster, carry costs are lower, and downtime is slashed, leaving you to focus more on business value and less on troubleshooting, rollbacks, and code freezes.

Key Benefits

Faster delivery—Traditional software releases are so 2000. Forget about versions, and release by features instead, making changes whenever you want—even daily. You'll never view software lifecycles the same way again.

Better business value—A faster, cheaper, easier approach makes you more competitive, allowing you to focus on delivering business value vs. software.

Less system downtime—Say goodbye to manual madness—less mistakes, less time rolling back bad deployments, and less sleepless nights.

Huge ROI—Reduced headcount, fewer hours, less effort, minimal downtime, and faster delivery give you a hefty return on your investment.

Related Services



Our clients that have used this service often find an additional need for

- [Development and Integration](#)
- [Stabilization and Tuning](#)
- [Architecture Evaluation](#)

[See all services](#)

Related Clients



We've helped many clients including Navigenics to achieve great success with Continuous Deployment solutions.

[See our client list](#)

Related Industries



Our expertise for this service spans many industries, but we have exceptional experience with these related industries:

- [Online Retail](#)
- [Financial](#)
- [Media and Entertainment](#)
- [BioTech](#)

[See all industries](#)



Software As Craft

Learn More about Tacit Knowledge

- Read more about our [services](#)
- View solutions for your [industry](#)
- See the list of our [satisfied clients](#)

Next Step

Get started with Tacit Knowledge today. [Contact us](#).

“*The Tacit Knowledge consultants had the combination of Agile and eCommerce platform experience we needed. They were open, committed, independent, and established an excellent relationship with us, greatly exceeding our expectations.*

- Matt Raines, VP of Technology
Bluefly

SERVICES

INDUSTRIES

CLIENTS

TK TECH

CLIENT LOGIN

Development and Integration

Say Goodbye to High Risks, Low ROI, and Manual Tasks

Maxed out development teams? Limited or no internal resources? Growing productivity and communication needs? If these headaches sound familiar, partnering with Tacit Knowledge is the light at the end of the tunnel.

We work with you to hammer out what you need and get to the heart of your business objectives. With our [Agile](#) approach, we deliver working software every two weeks, giving you plenty of opportunities to change your mind along the way. And because our heart and soul is in [Stabilization and Tuning](#), everything we develop is crisis-free.

But that's not all. We're also well versed in an array of technologies, and bring the highest level of expertise to every endeavor. We specialize in Java and Ruby on Rails and have developed cutting-edge applications for many [clients](#).

Key Benefits

Collaboration—We don't work in our ivory towers, venturing out only when we have a finished product. You talk. We listen, asking questions and working with you at each step. This way your application does what you truly need it to do.

Immediate results—Priorities. Priorities. Priorities. You set them. We follow them. It works. And with short cycle times, the changes start happening at a rapid pace. You see what functions, what doesn't, and release enhancements faster.

Lower risk—Testing is like a huge, layered cake: unit testing, integration testing, UI testing, functional testing, performance testing. We find problems *before* they're a problem.

Transparency and predictability—An event occurs. If you understand what's going on and why, not only you can take action but you can also anticipate events and respond proactively. It's that simple. That's why our processes are completely transparent.

Huge ROI—Better uptime, greater scalability, robust performance load, and fewer manual tasks are measurable differentiators with every application that we develop. And because we get things done right the first time and faster, your total cost of ownership is lower, further boosting your ROI.

Related Services



Our clients that have used this service often find an additional need for

- [Stabilization and Tuning](#)
- [Continuous Deployment](#)
- [Architecture Evaluation](#)

[See all services](#)

Related Clients



We've helped many clients including Stylehive to achieve great success with Development and Integration solutions. Others include:

- [Bluefly](#)
- [Washington Mutual](#)

Related Industries



Our expertise for this service spans many industries, but we have exceptional experience with these related industries:

- [Insurancel](#)
- [Media and Entertainment](#)
- [Financial](#)



Software As Craft

Learn More about Tacit Knowledge

- Read more about our [services](#)
- View solutions for your [industry](#)
- See the list of our [satisfied clients](#)

Next Step

Get started with Tacit Knowledge today. [Contact us](#).

“The Tacit Knowledge consultants had the combination of Agile and eCommerce platform experience we needed. They were open, committed, independent, and established an excellent relationship with us, greatly exceeding our expectations.”

- Matt Raines, VP of Technology
Bluefly

SERVICES

INDUSTRIES

CLIENTS

TK TECH

CLIENT LOGIN

Program Management

No Hidden Milestones. No Surprises. No Kidding

Programs are big—a multitude of projects, countless contributors, and copious tasks. But their size doesn't doom them to failure. Lack of transparency, communication, and process does.

At Tacit Knowledge, we disclose every little detail, every step of the way—no hidden milestones, no surprises. You know what we're doing and why, giving you ample opportunity to make changes along the way.

The next step is getting everyone on the same page, whether it's one project or ten or more. You can't very well work together if you don't know what you're working towards. Standalone schedules for individual projects invite oversights and delays. And ignoring how people communicate is a definite pitfall when it comes to program failures.

Everyone at Tacit Knowledge gets this. That's why clear and consistent goals, a unified schedule, appropriate collaboration tools, and multiple communication channels are part and parcel of every program that we manage.

That's why we're good at what we do.

Key Benefits

Transparency and predictability—It's easier to stay on track and make changes on the fly when you know what's happening at any time, all the time.

Improved velocity—Fast, painless, more efficient program management = fast, painless, more efficient software development. Period.

Better communication—It's not just about what's shared, but how and when. We put the right channels and collaboration tools in place, so information flows every which way.

Greater business value—We zero in on the process and making it better, freeing you to focus on delivering business value.

Related Services



Our clients that have used this service often find an additional need for

- [Development and Integration](#)
- [Stabilization and Tuning](#)
- [Continuous Deployment](#)

[See all services](#)

Related Clients



We've helped many clients including several Fortune 500 companies to achieve great success with development and integration solutions.

[See our partial client list](#)

Related Industries



Our expertise for this service spans many industries, but we have exceptional experience with these related industries:

→ [Online Retail](#)

[See all industries](#)



Software As Craft

Learn More about Tacit Knowledge

- Read more about our [services](#)
- View solutions for your [industry](#)
- See the list of our [satisfied clients](#)

Next Step

Get started with Tacit Knowledge today. [Contact us](#).

“The Tacit Knowledge consultants had the combination of Agile and eCommerce platform experience we needed. They were open, committed, independent, and established an excellent relationship with us, greatly exceeding our expectations.”

- Matt Raines, VP of Technology
Bluefly

SERVICES

INDUSTRIES

CLIENTS

TK TECH

CLIENT LOGIN

Stabilization and Tuning

Fix Your Stickiest Software Problems Quickly and Without Fail

Performance degradation, loss of functionality, and stability issues in mission-critical applications—it's enough to turn hair grey. Throwing more hardware and licenses into the mix won't fix these problems. Software tuning and stabilization are infinitely cheaper and more effective. And we're just the company to help.

Unlike individual vendors who only know their product, our knowledgeable crew grasps the ins and outs of every component. They're true Renaissance developers who have a knack for engaging with everyone, from middleware developers to sys admins to DBAs. This talented team of [Jeffersonian generalists](#) also follows a methodical approach to problem solving. No shots in the dark. No trial and error—just a step-by-step approach that isolates the issue and resolves it.

Add to this a custom toolbox designed to tackle the stickiest application problems, and it's easy to see why we've never met a problem we couldn't solve. Ever. We're fast, too. Two to four weeks to identify a solution, a handful more to implement, and then you're left to reap the benefits.

Key Benefits

Huge ROI—When systems are down or buckling under performance loads, it hits you in the pocket-hard. We solve these problems quickly and without fail, saving clients millions of dollars in lost revenue. No calculations necessary, the savings are obvious.

Immediate results—Stabilization and tuning, we know it, we're good at it. So we're fast. We can take you from pain to gain in as little as six weeks.

Low TCO—You only pay for actual project work. No hidden sales costs. No superfluous project management expenses. No administrative fees.

Quality—Our methodical approach and custom toolbox (thread dump analysis and visualization, garbage collection analysis, application server testing, and database connection leak detection) deliver topnotch code that just gets better and better with every iteration.

Flexibility—You call the shots. The work we do—the number of iterations that happen—is all based on diagnosing *your* source code and system, not some cast-in-stone, never-make-an-exception methodology.

Related Services



Our clients that have used this service often find an additional need for

- [Development and Integration](#)
- [Continuous Deployment](#)
- [Architecture Evaluation](#)

Related Clients



We've helped many clients including Urban Outfitters to achieve great success with stabilization and tuning solutions. Others include:

- Verizon Business

Related Industries



Our expertise for this service spans many industries, but we have exceptional experience with these related industries:

- [Online Retail](#)
- [Financial](#)



Software As Craft

Learn More about Tacit Knowledge

- Read more about our [services](#)
- View solutions for your [industry](#)
- See the list of our [satisfied clients](#)

Next Step

Get started with Tacit Knowledge today. [Contact us](#).

“The Tacit Knowledge consultants had the combination of Agile and eCommerce platform experience we needed. They were open, committed, independent, and established an excellent relationship with us, greatly exceeding our expectations.”

- Matt Raines, VP of Technology
Bluefly

SERVICES

INDUSTRIES

CLIENTS

TK TECH

CLIENT LOGIN

Architecture Evaluation

Forget About Imposed, Preconceived Approaches

A solid architecture is a must. But designing the right one is tough. Cookie-cutter solutions and boilerplate approaches just don't fly. In fact, they often cause more headaches than they fix. Keep it simple, keep it real. That's our M.O.

We won't force feed you a solution. We talk—and listen—to everyone: stakeholders and engineers alike. Then we figure out what's best for you. No surprises down the road, just a clear understanding of the architecture, the design tradeoffs (performance vs. maintainability, for example), and the inherent risks.

How's this possible? We live and breathe the fundamentals. We're technology agnostic. And we take a minimalist approach to design—we look at what's needed and create it. If you simplify the design, good things will come: better performance, reduced carry costs, greater scalability, and easier changes, to name a few.

Key Benefits

Risk mitigation—What you don't know can hurt you—especially if it's hidden flaws in your architecture. Armed with knowledge, you can avoid disaster and ward off potential stability, performance, and security issues.

Improved architecture understanding—When we're done, you'll have a firm grasp on the primary features, risks, and sensitivity points of your architecture. No more guessing games.

Greater cross-project reuse—Knowledge is power. Identify your architectural patterns and recurring business needs, and your opportunities for code reuse will know no bounds.

Better communication—Put your stakeholders and engineers in the same room, and you'll iron out conflicting goals in no time.

Huge ROI—This is a no-brainer. If you boost performance, lower costs, and improve decision making, you bet your ROI will be high.

Related Services



Our clients that have used this service often find an additional need for

- [Stabilization and Tuning](#)
- [Development and Integration](#)
- [Continuous Deployment](#)

[See all services](#)

Related Clients



We've helped many clients including Stylehive to achieve great success with Architecture Evaluation solutions. Others include:

- [McGraw Hill](#)

[See our client list](#)

Related Industries



Our expertise for this service spans many industries, but we have exceptional experience with these related industries:

- [Online Retail](#)
- [Financial](#)
- [Media and Entertainment](#)
- [Publishing](#)
- [Logistics and Distribution](#)



Software As Craft

Learn More about Tacit Knowledge

- Read more about our [services](#)
- View solutions for your [industry](#)
- See the list of our [satisfied clients](#)

Next Step

Get started with Tacit Knowledge today. [Contact us](#).

“The Tacit Knowledge consultants had the combination of Agile and eCommerce platform experience we needed. They were open, committed, independent, and established an excellent relationship with us, greatly exceeding our expectations.”

- Matt Raines, VP of Technology
Bluefly

SERVICES

INDUSTRIES

CLIENTS

TK TECH

CLIENT LOGIN

Mobile Development

Say Hello to a New Way of Doing Business

In today's global, get-it-done-yesterday world, being chained to a desk is a real drag. You know it. Your sales team knows it. Your customers know it. If only you could take your applications mobile.

With Tacit Knowledge, you can say goodbye to the "if-onlys" and hello to a new style of business—ushering in an era where the Internet's gone mobile.

We amp up the efficiency and productivity of mobile applications by applying our Web technology expertise ([evaluation](#), [stabilization](#), [development](#), [deployment](#), [program management](#)) to mobile devices, giving your business velocity a major boost and your customers and mobile workforce anytime, anywhere access to you. No more lengthy manual tasks, no more burdensome delays—just the freedom of mobility.

Key Benefits

Better customer satisfaction—When customers can reach you anytime from anywhere it's convenient for them, they're happy—and you never lose an opportunity.

Increased productivity—Mobile freedom means employees can do more in less time, with less effort.

Extended reach—Get your applications in front of more users, and open up the possibilities for how and when the application is used.

Improved velocity—Ditch the manual processes and "work-at-your-desk" mentality and go where the customers are.

Greater efficiency—Sync up business applications with mobile device services, so sales spends more time getting business, not processing it. Plus, get your mobile applications out the door faster and better than before.

Related Services



Our clients that have used this service often find an additional need for

→ [Development and Integration](#)

[See all services](#)

Related Clients



We've helped many clients including CBW to achieve great success with Mobile Development solutions.

[See our client list](#)

Related Industries



Our expertise for this service spans many industries, but we have exceptional experience with these related industries:

→ [Insurance](#)

[See all industries](#)