

# Graphics Services Work – Guidelines

Graphics is a crucial part of any TX project, and they need to be specified, procured, delivered and tested in a timely manner to ensure deadlines are hit and success in live use. The following explains our approach to working with clients to prepare graphics and outlines some caveats affecting delivery. Understanding this will result in the smooth delivery of graphics.

Factors outside of our control that will have a negative impact on delivery of graphics are also highlighted. Whilst we strive to work around these external factors it makes sense to minimise / eradicate them.

Finally, it needs to be noted in testing that a “bad graphic” is not always the graphic at fault. For example, it could be a bad external asset (such as a clip, still or font), data errors, or control. It is a strength of our graphics systems that they provide rich logging to help establish the root cause of graphics issues.

Our approach to graphics:

- RTSW charges a day rate unless client provides a specification covering all aspects of the work against which a quotation may be provided.
- Lead times given start once a clear spec, a purchase order and all required assets are received.
- Graphics will be tested in an environment similar to the clients, but it is possible we cannot duplicate all aspects of the clients environment.
- End to end testing should be conducted in the client's environment
- Assistance with installation, testing and being on site at rehearsals are available if needed.

The following can have an adverse effect on lead time and cost of graphics services:

- Ambiguity in spec resulting in work not envisaged.
- Changes to specification.
- Additions to specification.
- Delays on any sign off required.
- Late delivery of any client supplied assets.
- Any assets supplied with errors.
- Data issues.
- Any circumstances such as incorrect assets that result in completed work needing to be redone.
- Environment constraints such as the lack or delay in availability of testing facilities.

All of the above can lead to increased charges and critically in graphics projects - increased lead times. It is worth stressing that delays introduced into a project by the above external factors can result in the end dates slipping. That said, RTSW is a deadline driven company that prides itself on delivery.



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