

# Graphics Services Guidelines

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# Graphics are a crucial part of any TX project

Graphics need to be specified, procured, delivered and tested in a timely manner to ensure deadlines are hit and they work successfully when used live. This document explains our approach to working with clients to prepare graphics and outlines some caveats affecting delivery. Understanding this process 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 or eliminate 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 the client provides a specification covering all aspects of the work against which a quotation may be provided.
- Lead times given will 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 will not be able to duplicate all aspects of the client’s local 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 specifications that results in additional work not scoped out..
- 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 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 and we will always strive to work in partnership with our customers.