



Customer and developer - on different sides of the planet

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Developer at Rubius

Agenda

- How to deal with a distributed team.
- How to build a relationship between customer and developers.
- Why do you need a convenient ecosystem?
- Is it true that more code == better productivity?
- Real-world cases.

Digital Solutions

- **14** years experience in the logistics sector;
- **1000** enterprise account users;
- Up to **300** active users a day.



CONDÉ NAST



Logistics
Manager
Pro

- A cloud based warehouse management system with customer service and delivery dispatch interfaces;
- No hardware to support;
- Lots of separated client web apps;
- Mobile apps for drivers and warehouse workers.

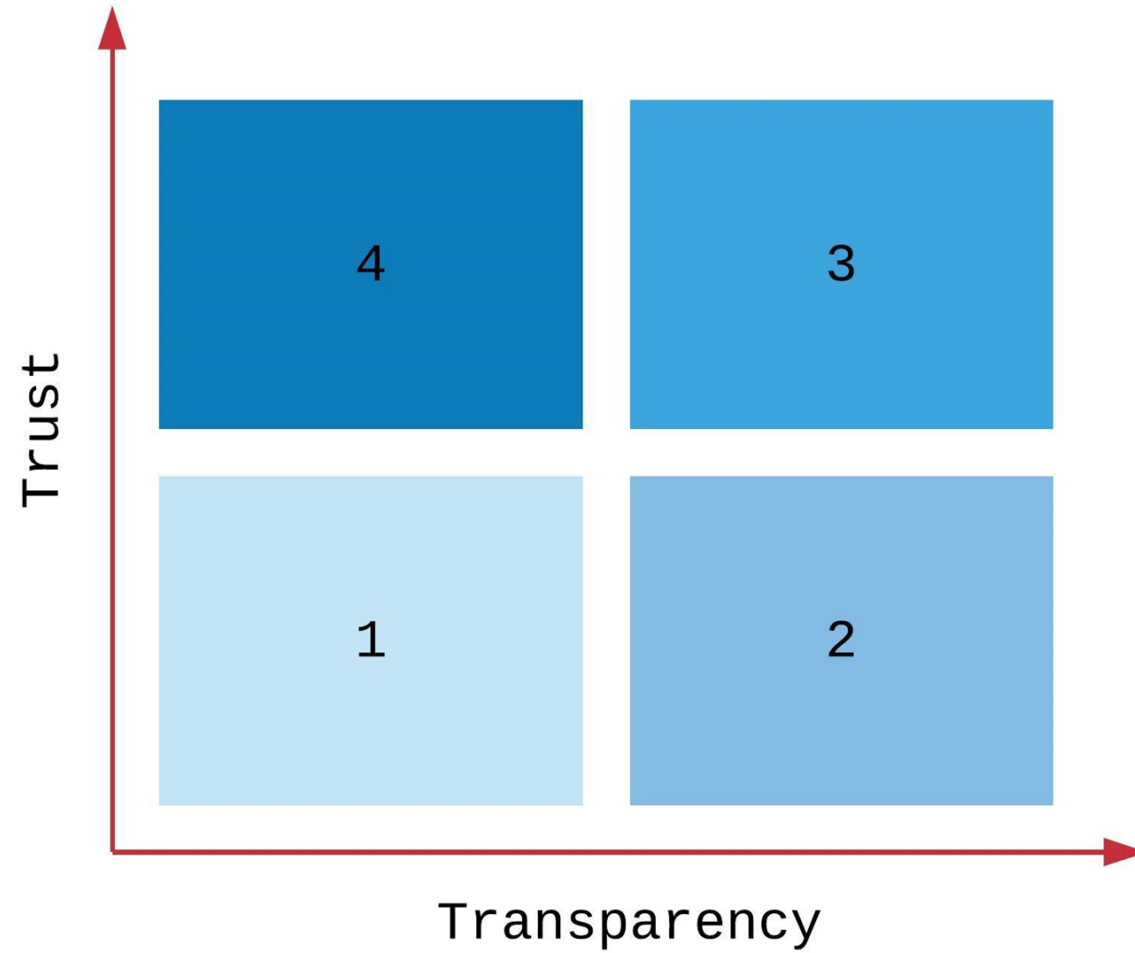
Customer expectations

- Honesty - communicate limitations and roadblocks;
- Flexibility - follow customer's needs;
- Accountability - a clear picture of responsibilities and timelines;
- Proactivity - you reach the same goal.

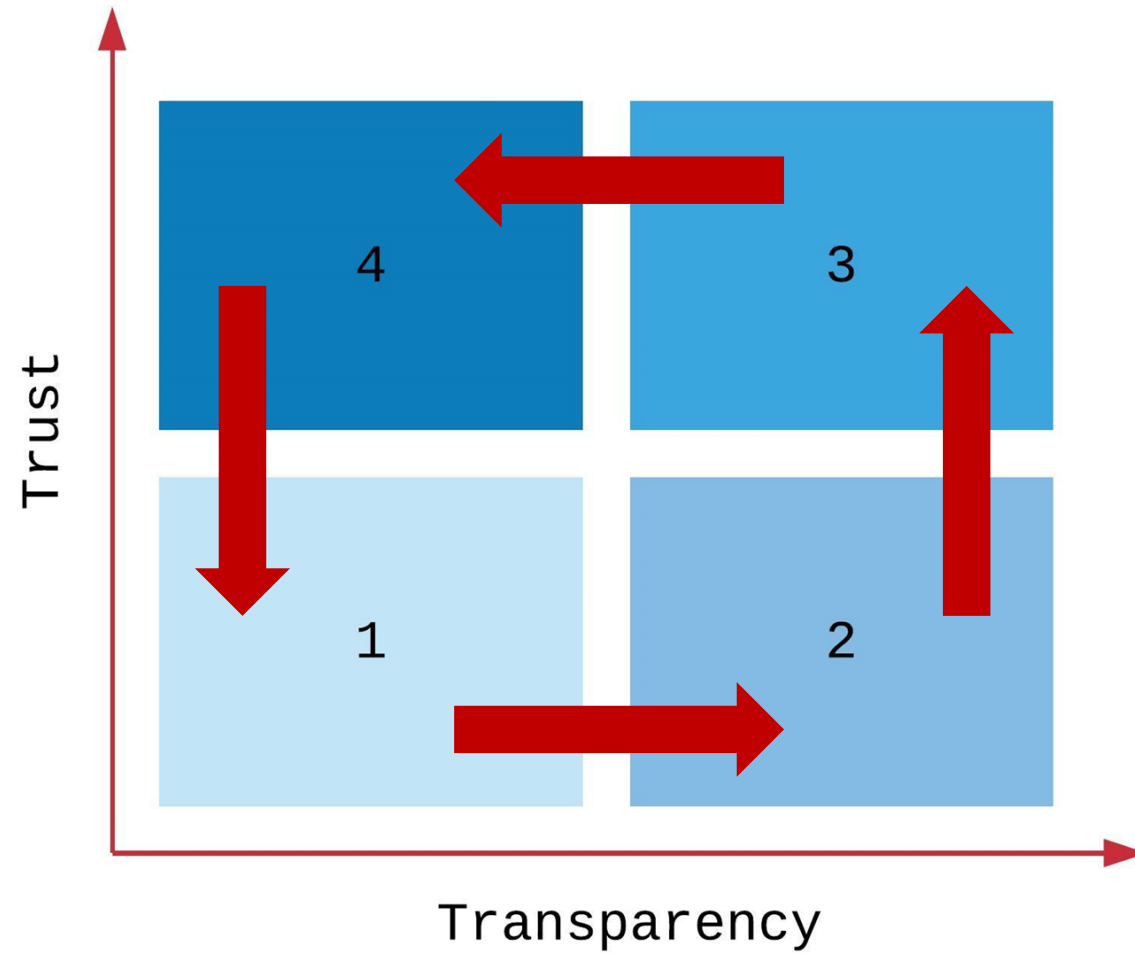
What do team want?

- Build trust with a customer from the scratch;
- Creating the best workflow;
- Improve the team productivity;
- Enjoy the work.

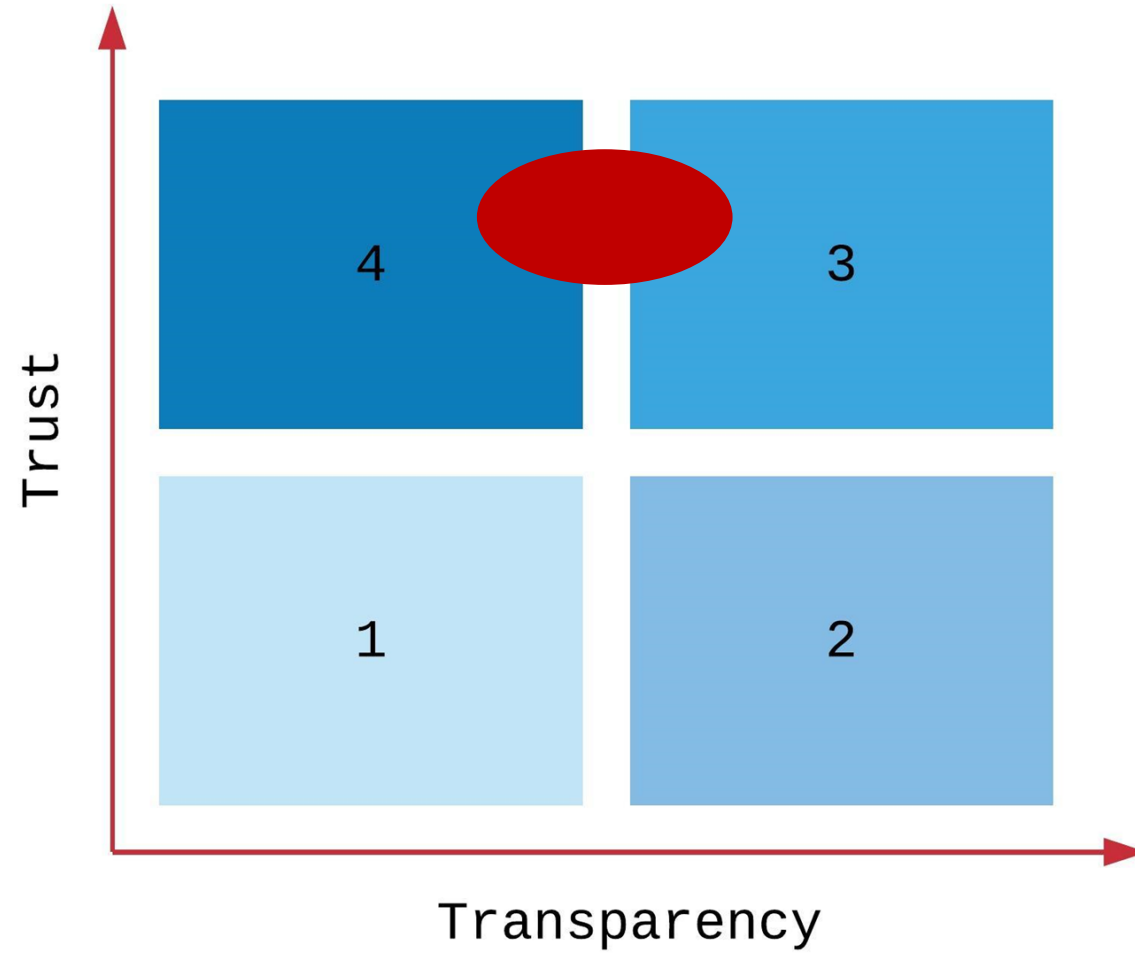
Trust vs transparency



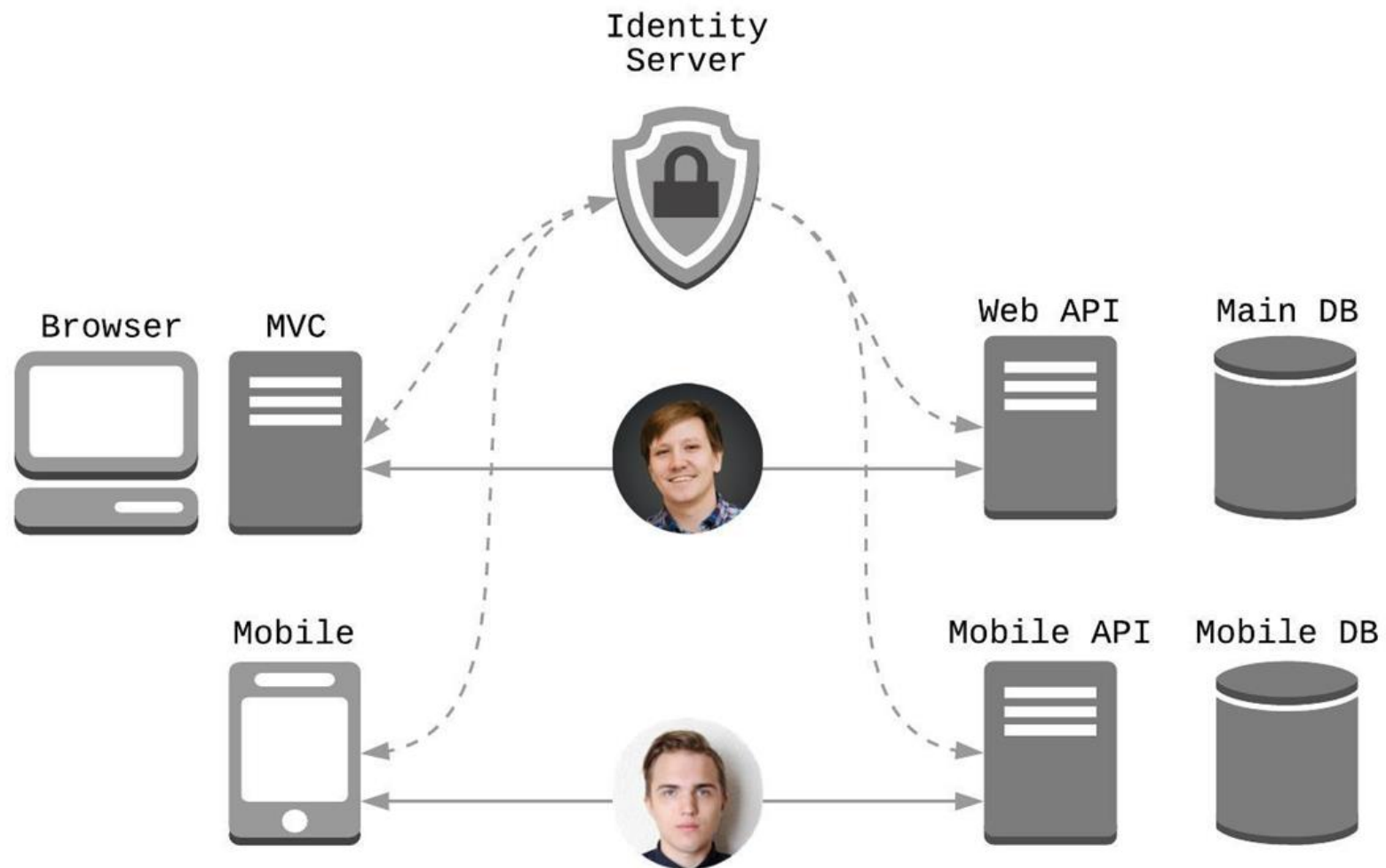
Trust vs transparency




Trust vs transparency





Our team



Customer 

CI/CD 

Mentor 

Other... 



Atlantic Ocean Iceland

Norway

Sweden

Finland

Saint Petersburg, GMT+3

Russia

Atlantic Ocean

Tomsk, GMT+7

United Kingdom

Belarus

Germany

Poland

Ukraine

Kazakhstan

Mong

New York, GMT-4

Atlantic Ocean

France

Italy

Spain

Turkey

Uzbekistan

China

Algeria

Libya

Egypt

Saudi Arabia

Iran

Pakistan

India

Myanmar

Mauritania

Mali

Niger

Chad

Sudan

Yemen

Thailand

Nigeria

South Ethiopia

Ethiopia

Problems

- Communicating;
- Synchronization;
- Lost sense of control;
- Lack of productivity.

Let's solve them!

Communicating

Tomsk time

9 am

1 pm

5 pm

9 pm

9 am



Tomsk



**Saint
Petersburg**



New York

Time management

Find the most convenient time periods to have a dialog with your colleagues.

9 a.m. 10 a.m. Spb -> 1 p.m. 2 p.m. Tomsk;

5 p.m. 6 p.m. Spb -> 10 a.m. 11 a.m. NY;

Communicating

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9 am



Tomsk



**Saint
Petersburg**



New York

Problems

- ~~Communicating;~~
- Synchronization;
- Lost sense of control;
- Lack of productivity.

Synchronization

1:21 pm

Hi, Semyon! Could you remind me what tasks we've decided to do at the last meeting?



1:21 pm

Unfortunately not. It was a long time ago. You need to ask Justin one more time.



Synchronization

1:21 pm

Hi, Semyon! Could you remind me what tasks we've decided to do at the last meeting?



1:21 pm

Unfortunately not. It was a long time ago. You need to ask Justin one more time.



1:23 pm

Hi, Justin! Could you describe the tasks details we've discussed a week ago?



9:21 pm

Sure! We need to implement the following features...



Synchronization

9:21 am



Hi, Justin, could you remind updates for the mobile app? We can't start without description.

9:21 am



Justin, could you share the credentials for the EC2 AWS instance.

11:51 am

Justin, could you send the stored procedure code to analyze it ...



Use the right tools

The right tools are not skype/slack/jira/trello/tfs etc. These are ones that solve your problems.

- Jira to manage tasks;
- Skype as a messenger and demo tool;
- Corporate email for notifications and as a spare channel.

Problems

- ~~Communicating;~~
- ~~Synchronization;~~
- Lost sense of control;
- Lack of productivity.

Misunderstanding

5:12 pm

Hi, Justin! I wasn't sure about the details but I think this is what you wanted...



5:13 pm

Login

Username	Email
<input type="text" value="aseelye123"/>	<input type="text" value="aseelye123@gmail.com"/>
Password	Confirm password
<input type="password" value="*****"/>	<input type="password" value="*****"/>
First name	Last name
<input type="text" value="Alissa"/>	<input type="text" value="Seelye"/>
Phone number	Address
<input type="text" value="111-444-9999"/>	<input type="text" value="665 Pallet Street, NY"/>
Zip code	Social Security Number
<input type="text" value="10013"/>	<input type="text" value="060-32-4193"/>
Gender	Your pet's name
<input type="radio"/> Male <input checked="" type="radio"/> Female	<input type="text" value="..."/>
<input type="button" value="Register"/> <input type="button" value="Cancel"/>	

9:09 pm

Too complicated. I expected something like this...



9:09 pm

Email
<input type="text" value="aseelye123@gmail.com"/>
Password
<input type="password" value="*****"/>
Confirm password
<input type="password" value="*****"/>
<input type="button" value="Log in"/>

Don't be afraid to seem stupid

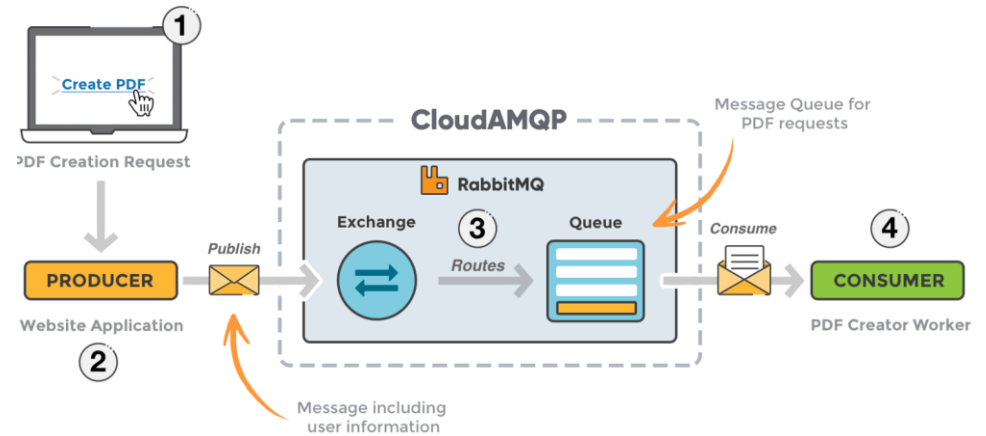
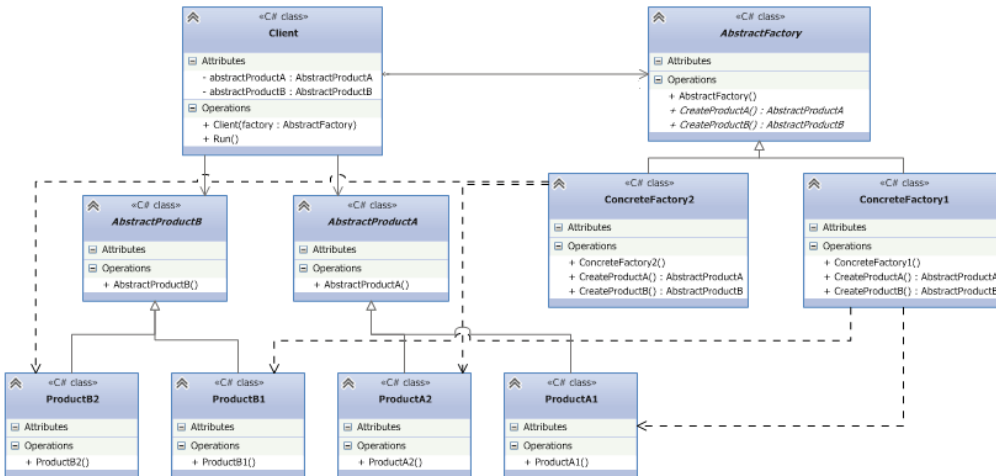
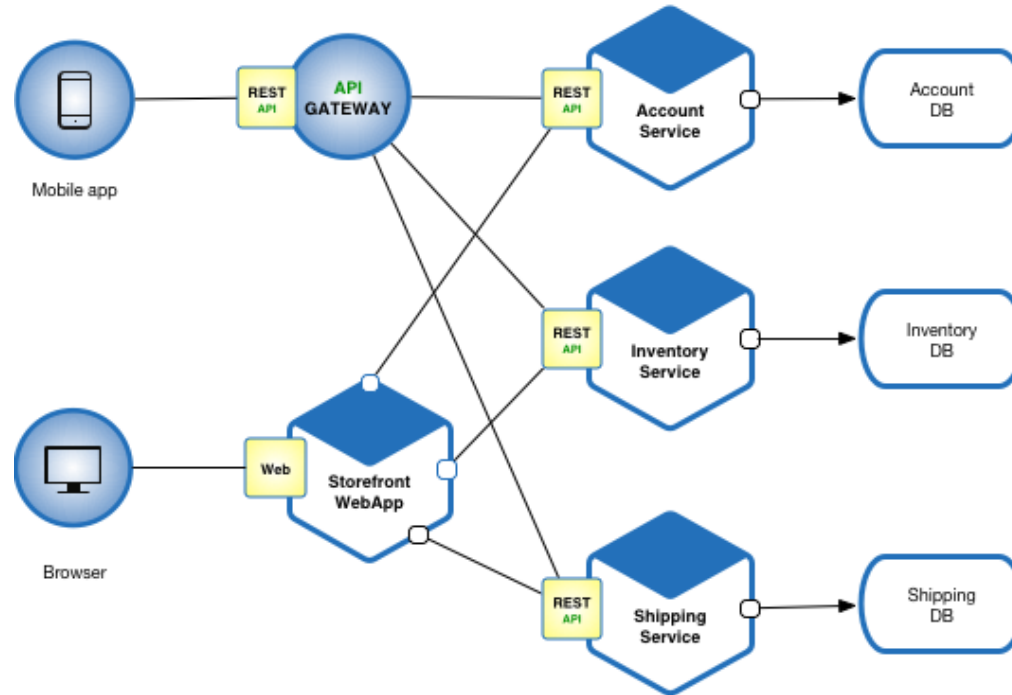
Ask as many questions as you need.

* Especially if you interact in non-native language!

Transparency

4:31 am

Our architecture is awesome!
Microservices, a lot of patterns,
docker containers, event sourcing...



Transparency

4:31 am

Our architecture is awesome!
Microservices, a lot of patterns,
docker containers, event sourcing...



4:31 am

What a pity that we can not show it
on the demo...



Internal Server Error

← → ↻ 🔍 /home/index

An unhandled exception occurred while processing the request.

NotSupportedException: The method or operation is not implemented.

LMPro.IdentityServer.Controllers.HomeController+<Index>d_3.MoveNext() in HomeController.cs, line 37

Stack Query Cookies Headers

NotSupportedException: The method or operation is not implemented.

```
LMPro.IdentityServer.Controllers.HomeController+<Index>d_3.MoveNext() in HomeController.cs
37.         throw new NotImplementedException();
System.Runtime.ExceptionServices.ExceptionDispatchInfo.Throw()
System.Runtime.CompilerServices.TaskAwaiter.HandleNonSuccessAndDebuggerNotification(Task task)
System.Runtime.CompilerServices.TaskAwaiter.GetResult()
Microsoft.AspNetCore.Mvc.Internal.ControllerActionInvoker+<InvokeActionMethodAsync>d_12.MoveNext()
System.Runtime.ExceptionServices.ExceptionDispatchInfo.Throw()
System.Runtime.CompilerServices.TaskAwaiter.HandleNonSuccessAndDebuggerNotification(Task task)
Microsoft.AspNetCore.Mvc.Internal.ControllerActionInvoker+<InvokeNextActionFilterAsync>d_10.MoveNext()
System.Runtime.ExceptionServices.ExceptionDispatchInfo.Throw()
Microsoft.AspNetCore.Mvc.Internal.ControllerActionInvoker.Rethrow(ActionExecutedContext context)
Microsoft.AspNetCore.Mvc.Internal.ControllerActionInvoker.Next(ref State next, ref Scope scope, ref object state, ref bool isCompleted)
Microsoft.AspNetCore.Mvc.Internal.ControllerActionInvoker+<InvokeInnerFilterAsync>d_14.MoveNext()
System.Runtime.ExceptionServices.ExceptionDispatchInfo.Throw()
System.Runtime.CompilerServices.TaskAwaiter.HandleNonSuccessAndDebuggerNotification(Task task)
Microsoft.AspNetCore.Mvc.Internal.ResourceInvoker+<InvokeNextResourceFilter>d_22.MoveNext()
```

Do not just write code!

- Pay attention to communications;
- Make a demo to share the current progress;
- Be proactive and take initiative;
- Share your ideas, your experience can be crucial.

Problems

- ~~Communicating;~~
- ~~Synchronization;~~
- ~~Lost sense of control;~~
- ~~Lack of productivity.~~

A few more tips...

- Start meeting with small talk.

Let coworkers get used to you;

Avoid awkward silence;

Prepare to discuss business issues.

* It is always difficult to make a contact, but after 3-5 meetings you will get the benefit!

A few more tips...

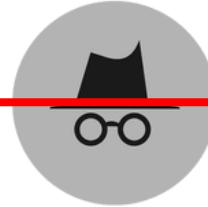
- Identify yourself in the digital world.



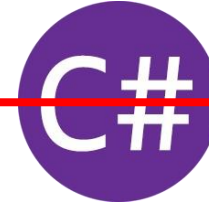
Jira



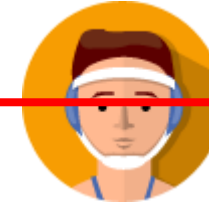
Skype



Email



Bitbucket



PM



Jira



Skype



Email



Bitbucket



PM

A few more tips...

- Ask for advice and grow with your team.



A few more tips...

- Learn the language.





Thank you for attention,
join us to continue the discussion

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