

iOS

The iOS mobile operating system was created and developed by Apple Inc. exclusively for Apple products. iOS releases occur annually and similar to Android, updates to the operating system tends to rarely affect existing mobile applications. However, from time to time, security updates and changes to the underlying operating system can result in unexpected issues and consequences. The result of which may require our team to implement fixes. Details on how our team manages and maintains these issues are outlined below.

Android

The Android mobile operating system is developed and maintained by Google. It is based on a modified version of the Linux kernel and other open source software. Google announces major incremental upgrades to the Android platform on an annual basis. Some of which do not effect applications. However, security updates from time to time may result in adverse effects.

Application Management - Update & Fixes

Critical fixes – Critical fixes include security fixes that are required to adhere to mandatory data management and maintenance policies or any issue that may pose a risk of breaching such policies in the future. These fixes will be carried out under Brightlight terms & conditions free of charge if the application was developed within 5 years. Critical fixes can be after this time however development charges will apply.

Non-critical fixes – Non-critical fixes such as minor display or graphical errors will be fixed free of charge and within the agreed upon Service Level Agreement (SLA) outlined in the maintenance agreement (subject to monthly instalment). All non-critical issues can be fixed by the Brightlight Development team outside of an agreement however, standard development charges apply.

Platform Version Maintenance

Both the Android and iOS mobile operating systems are updated and maintained by Google and Apple respectively. Due to the fast-paced nature of the mobile application development life-cycle, Brightlight can implement changes to the platforms only when the respective release candidates are made public by the aforementioned vendors. Clients under maintenance agreement will have their mobile application tested against candidate releases to ensure future compatibility. This will not be the case for those outside of a monthly service agreement and any changes/upgrades or maintenance work will be chargeable development rates.

Release Notes:

Recently released Android 9 (APK: 28) has seen the removal of support for unencrypted URLs in Android-based mobile applications. As such, an update is required for all mobile applications. Please contact our development team for more information.