Team360 - Frequently Asked Questions

How long does it take to get up and running with Team 360?
It takes approximately seven business days in order for VA to assemble team members, setup project communications, and conduct a formal knowledge transfer. Occasionally it takes less time, depending on the current work queue.

Exactly how many people will I have access to for my project?
Teams typically begin with a Software Architect, Software Engineer, Front-End Developer, and a Project Coordinator. Depending on your needs, other team members will be added as appropriate.

How many hours should I sign up for?
Your account manager will work with you to determine the right number of hours to start out with each month. We can work with any budget, but average Team 360 engagement ranges from 5-100 hours per month.

What happens to my unused hours in case I cancel Team 360?
Although the hours are non-refundable, your hours will not be lost. You can utilize your unused hours within 60 days of contract termination.

Are there any limits to the types of projects I can execute under Team 360?
There are absolutely no limits to the types of products, services, and products that can be produced through Team 360. Whether you're using your hours to maintain an existing product, or to build a completely brand new one, the hours can be used towards anything you like.

Do you offer a money-back guarantee on Team 360?
No. However, we are able to offer early termination without being obligated to complete the term. The following options are available:

1. 6-month contract – Can be terminated anytime before 30 days.
2. 12-month contract – Can be terminated anytime before 60 days.

What if I do not like one of my Team 360 team members?
In the unlikely event that you dislike or disapprove of any of your Team 360 team members, you have the option to swap them out for another. Virtual Atlantic will bring the new resource up to speed without costing you precious hours or extra fees.

How difficult is it to change the number of hours needed each month?
You may increase the number of hours at any time during the course of your contract. Since resources are allocated based on your Team 360 contract, we aren't able to offer reductions in hours.

What kinds of projects work best with Team 360?
Projects that require flexibility in terms of scope always work best with Team 360. Some of the project examples of this include:

- Ongoing maintenance on an existing product
- New projects that are based on a specific output rather than a scope
- Projects in which the scope requires a high degree of flexibility

What happens if I sign up for Team 360 and realize that it's not for me?
We want your Team 360 experience to be as pleasant as it can possibly be, but we have you covered in case it doesn't work out for any reason. Early termination is available before the first 30 days of a 6-month contract, and before the first 60 days of a 12-month contract. You may terminate your contract under these conditions for any reason and with no further obligation from you.

Is it possible to ever lose hours? For example, at the end of the agreement?
From the date that you're no longer a Team 360 client, you have 60 days to utilize any remaining hourly credits.

Is there a limit to the number of people that can be utilized at any given time?
There is no limit to the number of people to be utilized.

What payment methods do you accept?
We accept VISA, MasterCard, American Express, Checks, and Money Orders.

Do you support international customers?
Yes, we do conduct business internationally. Please contact us for further information.

In what increments do you typically bill?
Team 360 accounts are billed in 15 minute increments.