

Getting Started With Custom Software

WHY CUSTOM SOFTWARE?

There are a lot of commercial software packages available on the market today. They are developed for a wide variety of users in order to make the product viable. In order to use them you often need to adapt features of the application to the way you do business and there are usually many features you won't use. This means you are paying for features that you need to and others you don't need. Wouldn't it be nice if you could add features to an application through integration, or have an entire application designed by you for your individual business? If your answer is "Yes" then you might be interested in SanDC's custom software development.

THE PROCESS

Whether you're unfamiliar with custom software, or have had a less-than-satisfactory experience; this overview will familiarize you with our process and what to expect in order to develop a successful application.

INITIAL CONTACT

The initial contact can occur in many ways. You may contact us via our web site, a referral from another customer, word of mouth, or by searching for a topic on the Internet. We will send you an email or letter and arrange for a phone conversation (or a meeting if practical), or we may call you directly depending on the details of the contact. During this conversation expect to be asked a lot of questions. It is the answers to these questions that will determine every factor of the project.

PROJECT DESIGN AND PROTOTYPING

During our initial contact we will ask enough questions to determine as many aspects of the project as possible. The argument for choosing custom software is almost always determined based on a report, a process or an algorithm (for example how you calculate your payroll). We will design and demonstrate the basis of the application via a document or demo software by prototyping. This will help you with your decision to consider getting started with the process.

PROPOSAL

Based on our initial contact, design and prototyping we will provide a proposal. This proposal will include detailed specifications for the project, system requirements, SanDC and customer responsibilities, delivery schedule, pricing, and payment schedule. Once approved and signed by both parties the proposal becomes a contract and will help guide everyone concerned through the process.

MODIFICATIONS AND ENHANCEMENTS

Once development starts, there are often changes to the specification. We deliver applications in stages because custom software development is a dynamic process. This is because we want you to experience the application as soon as possible and long before it is completed. This way we can keep on the same track during the development phase. There may be features or reports you would like once you see the application in development or something you would like to see done differently. Under normal circumstances, changes to the specification and additional features or reports can be included without additional cost to the customer. If the modification or enhancement involves significant work, we will agree on a price for the additional work before proceeding.

DELIVERY

In the previous section we said, "We deliver applications in stages because custom software development is a dynamic process." Please don't expect us to delivered a completed application. We will assemble the basic functionality of the application and deliver it so you can experience the "look and feel" of the application as well as the suitability for your particular working environment. This way we can make necessary - sometimes even significant - modifications with the minimum of effort.

PAYMENT

The payment schedule is included in the proposal. Traditionally there is a reasonable first payment that is non-refundable and the balance is due upon project approval by the customer. The purpose of the first payment is to offer the customer an opportunity to terminate the project for any reason without additional cost.

QUESTIONS AND ADDITIONAL REQUIREMENTS

After the initial agreement, additional work is approved verbally and followed up with an email. If you require a written change order or addendum to the proposal, please let us know in advance. The customer owns the source code, but it will be held in escrow. If escrow is a requirement, we have an escrow service available at a reasonable charge. We have an annual license and support charge that is presented in the proposal. It is billed after the first year and is for third party software licenses that we include in our applications and the excellent support we provide.

READY TO GET STARTED?

We are not offering an alternative to commercial software that meets your needs, but we are offering custom software that can meet your needs where commercial software cannot. Please [contact](#) us! We look forward to hearing from you.