

Custom Software Development Process

Software success depends on developing a collaborative partnership between software developers and their customers from start to till implementation.

Quality software is the product of a well-executed design based on accurate requirements, which are in turn the result of effective communication and collaboration—a partnership—between developers and customers. To clarify key aspects of the customer-developer partnership, all need to understand a **Requirements Bill of Rights for software customers** and a corresponding **Requirements Bill of Responsibilities**.

List 1 presents a Requirements Bill of Rights for Software Customers, expectations that customers can place on their interactions with analysts and developers during requirements engineering. Each of these rights implies a corresponding software developer's responsibility.

List 2 proposes responsibilities the customer has to the developer during the requirements process. These rights and responsibilities apply to actual user representatives (one central body) for internal corporate software development.

List 1. Requirements Bill of Rights for Software Customers

1. Expect analysts to speak your language.
2. Expect analysts to learn about your business.
3. Describe characteristics that will make the product easy to use.
4. Have analysts present ideas and alternatives both for your requirements and for implementation.
5. Expect analysts to structure the requirements information you present into a software requirements specification.

List 2. Requirements Bill of Responsibilities for Software Customers

1. Educate analysts about your business and define jargon. Spend the time to provide requirements, clarify them, and iteratively flesh them out.
2. Be specific and precise about the system's requirements.
3. Make timely decisions about requirements when requested to do so.
4. Respect developers' assessments of cost and feasibility.
5. Promptly communicate changes to the product's requirements. And follow the development organization's defined requirements change process.

Many clients also ask us how **Primetech Software** builds custom applications, which perfectly suit their needs, at the agreed price, on time and with good quality. They would also want to know what working on a custom application development project with **Primetech Software** looks like from start to finish, and whether they will be able to control how things are rolling without taking up any courses in computer science. We understand these concerns and want you to know about our proven blueprint, which will make sure you are absolutely satisfied with the result. So the steps for the same are:

Step 1. Consultation

Submit your requirements using our intuitive Proposal Request Form available at our website or direct email to sales@primetechsoftware.com and we will contact you to help you better determine the automation opportunities in your business. It makes

the process of understanding each other clearer. That is why we spend as much time as necessary to identify your needs and see the picture from your side. We also understand that software development may not be your forte. Keeping this in mind, we will always speak to you in the jargon you are comfortable with. Further to mutual consent on the estimated quote, we can proceed further.

Step 2. Business and Requirement Analysis

During the consultation and follow-up communications, we will determine the scope of your application, where we can cut down on time consuming activities such as redundant data entry, old complicated applications and manual compilation of reports. We will also search for how we might use technology to reduce your costs. It might be distribution of reports electronically instead of on paper, or cutting your advertising expenses by tying a website and email into your entire marketing plans. Finally, we will look at ways we can allow you to improve your customer experience, so that you not only maintain your existing customers, but enable you to expand your customer base. Since we spend time to understand your business, you can be sure that the custom software or database application that we build will meet your needs.

Step 3. Project Definition/Scoping and Final Quoting

Once we know what you do and what you want to accomplish, we develop a Project Specification outlining/wire frame what functionality and look and feel the final solution will possess. We also determine what technologies will best accomplish the objectives defined in the Project Specification. Because **Primetech Software** is not wedded contractually or ideologically to any particular development tools, we can be totally objective when determining the most cost-effective and time-saving approach to take. A complete understanding of the functionality that needs to be implemented allows us to provide you at this stage with an accurate final price quote. Your approval on the same brings us on the stage of coding and implementation.

Step 4. Coding and Implementation

Based on the Project Specifications, we start programming the application. We create user interfaces, style sheets, design databases, and write backend code, all that under continuous quality management, which ensures the efficiency of our work and helps to avoid overheads. We will provide you with regular reports on your project progress, and intermediary releases of the program once they become available. That will allow you to monitor and control the progress of the development, test program as it becomes partially functioning, and make necessary adjustments to your project if necessary. All the time during development you are at liberty to interact with our Team Leader/Project Managers/CEO as the need arises. Tight communication on this stage is very important, because it makes both you and us confident that the final product will exactly meet your needs.

Step 5. Testing and Deployment

When the application is ready, we undertake thorough testing of it. We perform testing in accordance with a specially developed test plan, which allows us to verify and ensure that all system requirements have been met. After the testing, the system is delivered to you for your acceptance and deployment. To facilitate the deployment we provide an Installation Guide on how to install the program in your environment. When applicable, we also provide an automated setup program if required. You evaluate the final release and make sure that it meets all the requirements, as they were defined in the Project Specifications. If the complexity of the system requires it, our specialists will perform an onsite installation. For each

project, we can provide training of your personnel on how to work with the application if decided.

Step 6. Enjoy Improved Efficiency

Once you have the solution up and running, you immediately begin enjoying the benefits of perfectly organized processes. Every day you notice improved performance, lighter workload, greater efficiency, increased profitability, and most importantly, you have now more time to focus on developing your business.

Step 7. Operational & Bug Rectification Support

We, at **Primetech Software**, are proud to support the software solutions that we develop. We always provide a 1 to 3 months warranty for our products, depending on their complexity. This period is normally sufficient for fixing any identified problems, which we do free of charge. When you notice that something in the program functions abnormally, you simply need to call our support staff and describe the problem. In just a few days, sometimes even hours, we will locate and fix the bug, and deliver you an updated program.

Step 8. Maintenance... Free?

Once you feel the advantages of your new application, most likely you will start thinking of further improvements and enhancements. We offer you the way to make them for free. Just tell your business partners, customers, vendors, and friends about your great experience with **Primetech Software**. If they purchase their own custom applications, then we will give you 8% of your project costs in free services, which you may use to upgrade your program to address all your needs.

© 2008 Primetech Software. All Rights Reserved.

Contact details:

Primetech Software

HO: B-1 Rathod Niketan, M. G. Road, Kandivali(w), Mumbai-4000 67, India.

Te: 91-022-28643635 / 30826409

Email: info@primetechsoftware.com