

Application design and development

With our application design and development services you can better access or control the information your organisation creates and stores... you could then be completing your work tasks more efficiently, ultimately having time to develop your business and serve customers better.

Our service range

Whether your requirement is a local business application or an internet based application we can assist to develop your vision. An electronic application takes any manual or software separated task and consolidates it into one application process with inputs and outputs. Systems can be as simple or intensive as required but each would go through our rigorous design process to ensure the system meets its specification and client satisfaction.

- Business applications
- Internet applications
- Mobile applications
- Dynamic business data reporting



Example Application:

Situation: 5 Hotel staff currently manage a paper based reservations system, credit cards are keyed in office after reservation is completed, room service lists are manually calculated, reservation confirmations, cancellations and invoices are manually retyped from office templates.

Problem: Over 5 members of staff have input into the tasks above, often reservations get confused or forgotten, correspondence is never consistent with mistakes made including spelling. Mistakes are time consuming to correct as multiple papers have to be found and read. Credit cards are often refused after reservation is made.

Solution:

A centralised booking management application can overcome all these problems. Each staff member follows the same booking procedure on screen, all bookings are held centrally and electronically. Confirmation correspondence is automatically generated by the application, room service lists are calculated instantly, credit cards are processed in real time during booking to avoid call backs. Invoicing is correct and audit trail in place.

Key benefits:

Now that the management system is dynamic and centralised there is a greater efficiency of time. Reservations are continuously correct with an electronic audit trail if queries are raised. Correspondence to customers is accurate and free of spelling mistakes bringing a consistent professional appearance to the hotel. Overall the business delivers value by satisfying critical needs efficiently and accurately.

Design philosophy & technology

We promote direct contact between developer and client. Through this we gain a clearer understanding of our clients' goals and objectives to ensure that any uncertainty or inconsistencies are identified prior to the commencement of the software design and development stages. This helps deliver our projects on time, within budget and without compromising security, stability and scalability.

We utilise technologies, from Adobe™ to Microsoft™ to platform independent, open source technology.

Design process

We offer a complete service, our client process can be any or all of these steps:

1. Free consultation, onsite or off
2. Specification documented with quotes
3. Design placed on developer server for customer trails
4. Customer application to specification checking
5. Application delivery
6. Integration into business
7. SLA Negotiations
8. Ongoing support cover and development advice

Needs and requirements

Our free consultation process is essential to explore the processes to be created electronically. We take the time to talk to key staff within the company extracting different views on processes and expectations of the application. Finally a team brainstorming session ensures the project is feasible and will meet its expectations within in the company's business plan.

The diverse expertise of our developers, along with the proactive culture of our partnership, ensures that the best solution is selected for the client.

Ongoing satisfaction and support

We appreciate that application development is as much about the ongoing support service as it is about the production. To ensure we afford the utmost service to our client, our service level agreements are negotiable, meaning we address each client's support needs as individually as their software development project. In some production circumstances an application may be hosted centrally on secure Internet servers. A Client with such a setup can chose to have all associated running costs consolidated under a monthly SLA payment. This allows expenditure to be budgeted for.

An electronic business process should save time whilst delivering continuity . . .