Service Highlight: Application development

What Is It? Application development is the production of software specifically designed to meet the unique needs of a business. It includes the analysis of requirements, programming and testing of the software, training of end users, and ongoing management of issues and enhancements.

The Situation: A client had the need to incorporate biometric identification into their customer service processes. A prior consultant had built a solution that didn't meet the requirements, was unreliable, and was difficult to deploy and support. Usability was a key issue because the client's employees were not sophisticated computer users.

How I Helped: A web application was built that accessed the client's core database using ASP.NET. The application was kept as simple as possible in order to minimize training requirements for the users. However, the application was built in a manner that allowed additional modules to be built and deployed quickly using the same interface. Also, AJAX techniques were used to make the application perform much like standard desktop software. The basic functionality was built and tested extensively by users before rolling out the application.

End Result: The software is used extensively by the targeted users. It has been extended multiple times to incorporate additional modules. The application is very reliable and is able to be supported remotely when there are problems.

How I Can Help You: I work with your employees to identify areas where packaged software does not exist or does not fit your needs. I then document the requirements of the new system, build a software application that solves the problem, and train employees on how to use the system. You receive all code, documentation, and training guides.