

axiatp

Must-Ask Questions for Successful Custom Software Development



Questions to Make the Best Decisions on Your Software

Custom software can help you live and work to your full potential. Instead of adapting processes to fit software or using tedious spreadsheets to complete your work, a custom application can help you save time, increase efficiencies, and keep your optimized processes intact.

For your custom development project to be successful, there are some important questions you need to ask yourself, as well as a custom development firm to ensure you both are on the same page.

In this guide, we'll explore the top questions you should ask throughout the decision-making process.

01

Before engaging a custom software firm

02

When starting a conversation with a custom software firm

03

Before signing your custom software contract

Before You Begin

Before beginning any conversations around building custom software for your business, it's important to first reflect on five questions to determine if and why custom software is the best solution for your team.

01 Is there an off-the-shelf solution available for your needs?

Yes

If you answered YES, there is an application today that can fulfill your needs, you don't need to read any further.

Maybe

If you answered MAYBE, that there is software available today, but it's limiting, keep reading to learn more.

No

If you answered NO, that your processes are too custom for an off-the-shelf solution, then you're in the right place!

02 Do you have the option to integrate multiple systems with some custom tools to create what you need?

03 Do you have a clear idea of what functionality you would need the application to perform?

04 What are your goals for building a custom application? Is it to save time, money, resources? Do you want to have an advantage over competitors?

05 How will a custom application impact your organization, staff, and external customers? Who will it impact?

Questions to Ask Yourself

So, you've determined your organization is unique and a one-size-fits-all software probably won't cut it. Before going to a custom software firm, first answer these questions.

- 01 What bottlenecks are happening that require custom software? Are current processes hampering productivity?
- 02 Is there a better way to accomplish what we need to do?
- 03 Is our model scalable? Will our process be sustainable in 5 years, 10 years, or even 20 years?
- 04 What are our needs as an organization in relation to custom software?
- 05 Should we hire an in-house developer or a custom development firm? [Here's why an internal developer probably isn't best.](#)
- 06 What's our budget?

Before throwing out a number for your budget, think about your organization's potential cost if you don't make a change. Also, don't forget about ongoing maintenance and enhancements.

Questions to Ask Your Custom Development Firm

Be sure when you start investigating the right firm to build your software, that you ask them the following questions.

- 01 What is your process?
- 02 What methodology do you use ([agile versus waterfall](#))?
- 03 Who is on your team, and what are their respective roles?
- 04 What is your process for ensuring quality?
- 05 What industries have you worked with in the past?
- 06 Why do clients enjoy working with you?
- 07 What are some of your success stories?
- 08 Can I choose to take the design with me and not develop it with you?
- 09 What can I expect in terms of ongoing support and maintenance?
- 10 Why should we hire you?

Questions to Ask Before Signing the Contract

Ready to get started? Be sure both you and the development firm are clear on these questions before moving forward with signing a contract.

- 01 What are the terms of the engagement?
- 02 Who owns the code?
- 03 What are the key deliverables?
- 04 What's a reasonable timeline, and how do we handle delays?
- 05 Who is my primary contact?
- 06 What are the payment terms?
- 07 What is the software warranty?
- 08 What is the liability?
- 09 What are the terms for confidentiality?
- 10 Are there any non-competes or non-solicitations to consider?
- 11 What are the termination conditions?



Answering these must-ask questions will help you have both transparent and straightforward conversations about expectations and outcomes of your project, leading to a successful application.

Ready to get started?

[Request a consultation >](#)

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