

System Development FAQ

What does DB Gurus do?

DB Gurus develop database solutions for people in business. These solutions may be:

- **Web based** such as a website with a public and private area (i.e. password protected)
- **Intranet based** so that everyone in your organisation can access the company website but not open to the public
- **Windows based** using Microsoft Access, FileMaker or similar

DB Gurus can develop your business solution from start to end or customise existing systems as required. See the process below.

We also provide ongoing support and database administration including such services as database setup and installation, data migration, database optimisation and trouble-shooting.

What is the process?

- Client sends their requirements to DB Gurus or these can be gathered in a meeting or phone conference.

The gathering of requirements / production of a quote may involve a nominal charge depending on the scale of the project (starting at \$200). We will let you know if that is the case. This charge will be refunded against the cost of the functional specification if you decide to proceed.

- DB Gurus prepares a quote for the analysis and design work which will result in the production of a functional specification that outlines how the system will work from a user's perspective. We will also provide a ballpark figure for the complete project.
- On acceptance of the quote DB Gurus produces the functional specification which may involve further consultation with the client.
- The functional specification is reviewed internally first and then by the client, who may wish to make some minor changes. Once signed off DB Gurus will provide a fixed price for the remaining part of the project.
- DB Gurus start developing the solution according to the specification, providing the client with regular progress reports, prototypes and/or screen prints. Note a down payment may be required before development commences.
- DB Gurus delivers the solution to the client for "User Acceptance Testing". The final invoice is payable but the client has 3 months to complete testing with free bug fixes.

What is a functional specification?

A functional specification is a document that is written from a user's perspective that describes the system that will be delivered by DB Gurus. It outlines the requirements of the system, describes the solution and functionality that will be delivered and usually shows the screen layouts.

Is a functional specification always required?

Yes. If the solution is very simple then the cost will be very low and will be produced quickly. If however there are complications or room for ambiguity then the functional specification is very important and highly recommended.

Note the functional spec is a highly useful document as it is not only used during development but also for testing, documentation and as an agreement on what will be delivered.

How much does the functional spec cost?

A functional specification typically costs between \$200 for a simple system to \$800 for a more complex solution.

Please note that for very complex requirements the cost can go higher and DB Gurus reserve the right to charge for the initial assessment, but this will be agreed with the client beforehand.

How much would a complete system cost?

The range is huge and depends on what you want and how long it will take us to develop. The cheapest solution we have developed was under \$2000 and most are in the range of \$4,000 to \$10,000 but it all depends on the complexity on the system.

What do the figures on the quote mean?

DB Gurus provide 2 figures: a fixed price quote to write the functional specification and an estimate of what the total solution will cost. The estimate will be our 'best-guess' based on the information that we have available and will have a core-solution figure and an extended figure. Once we have completed the analysis and completed the functional specification we will give you a firm quote to complete the project.

Note: The figures do not include hardware, 3rd party software licensing or implementation costs unless otherwise specified.

How long will it take?

We aim to get the Functional Specification written within 2 weeks of the request. The final solution normally takes between 1 to 3 months to develop, test and install.

Where will my web application be hosted?

If you have a suitable host then we can use that (as long as we can gain access) otherwise we can organise hosting for you from around \$20 US per month.

What guarantees are provided?

DB Gurus will do their utmost to provide robust and reliable systems and have a quality assurance program to ensure everything is checked internally before being sent to the client, right from the initial quote through to the final system.

It is however the client's responsibility to check and sign off the specifications and to test any solutions provided by DB Gurus to ensure that it conforms to their expectations and does not have an adverse effect on their business.

Will DB Gurus fix their bugs?

Yes. We fix our own bugs for free for a period of 3 months after delivery of a system. During that time it is essential that the client thoroughly tests the systems and completes their user acceptance testing. Once the 3 months is complete the client can take up a maintenance contract with DB Gurus (typically 20% of the implementation total). Alternatively DB Gurus will fix bugs or make changes on an ad hoc basis, quoting each time.

What language will it be written in?

For new developments we tend to favour:

Windows apps: Microsoft Access or FileMaker (Macs)

Web apps: Microsoft SQL Server database with Microsoft ASP.net (C#)

However we have skills in a number of other languages / databases if you have specific requirements. Please enquire.

Who owns the source code?

DB Gurus will provide a copy of the source code and/or solution files available to the client on final payment so that the client can maintain their own system from that point on if required. DB Gurus reserve the right to use parts of the code in other solutions in the future, unless otherwise explicitly agreed beforehand.

What documentation is provided?

As part of our standard delivery we provide the following:

- Installation requirements
- Functional specification
- Help files for standard functionality (web solutions only)

If you require technical documentation and/or user manuals then these can be provided but will be quoted separately.

How much does ongoing support cost?

For systems that we have developed we provide annual support packages that start from 20% of the development cost (minimum of \$100/month). This entitles you to email and telephone support plus free bug fixes.

Please contact us if you would like to know more about our support packages.