



# Tidy Software

## High Quality Service

Over 30 years experience in software development



### Tidy Software FAQ Page 1

#### **What Systems Have Tidy Software Ltd Produced In The Past?**

*Examples include: roster, travel agent booking, tool hire, quality control steel press labels, quotations systems (stationery, building and book publication industries), gap analysis marketing, stationery ordering and invoicing system, e-commerce systems, functions seating planner, swipe card entry, web based asbestos register and a business networking web chat site.*

#### **In What Way's Can I Benefit From Using Software That Has Been Specifically Developed For Me?**

*So that you don't have to re-key the same information multiple times into different systems. This should only be keyed once as it enters the business and preferably not by you or your staff, but for free by a third party e.g. customer or supplier. Ideally information should flow into the business and be passed directly into your systems electronically.*

*Makes staff more efficient by replacing or augmenting their routine, repetitive and (often) manual activities with tailored software. This then frees up staff to focus on other high value activities to allow you to win more business.*

*Cut's material cost involved with copying, duplicating, filing, printing and postage by eliminating unnecessary paper work and the administration required to control this. A good example of this approach is to have emails replacing letters. This approach allows you to contact your customers in better, quicker, more immediate and cheaper way's than by post. Another example is scanning document and storing them electronically.*



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### Tidy Software FAQ Page 2

#### **In What Way's Can I Benefit From Using Software That Has Been Specifically Developed For Me (continued)?**

*Rekey of the same information is stopped. Mistakes and typing errors are eliminated. Such errors can have large repercussions. One example was a company that sent a sales letter to a Mr Crown, addressing it Dear Mr Clown. Needless to say they lost the sale!*

*Provides real-time feedback and analysis, allowing the business to react more quickly to changes and demands. Reports can easily be produced and their contents acted upon.*

#### **What Warranty And Support Do You Provide Post Implementation?**

*Support and bug fixes in the first year are usually provided free. This usually also involved training and coaching of staff.*

*Support is provided over the lifetime of the system annually for an agreed fee post year one. This is usually 15% of the system development costs per annum.*

#### **What Frequency Of Contact Between Us The Client And You The Software Developer Should I Expect?**

*We encourage customer contact at any time by phone, email or in person. Official contact check points can be agreed during a project and published on our support web sites. These can be daily or weekly depending upon stages reached and the complexity of the project.*



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### Tidy Software FAQ Page 3

#### **What Are The Indications That My Business Needs Custom Software?**

*The organization has manual filing systems containing similar information, which is time consuming and difficult to maintain and access.*

*Inability to recover such systems from disaster such as fire, theft or flood. It is also time consuming, difficult and expensive to duplicate off site manual filing systems.*

*Information is difficult and time consuming to retrieve and may be misfiled or not kept up to date.*

*Large amounts of printed material are produced that could be replaced by tailored timely information in electronic format at cheaper cost.*

*You are sending a large number of regular client correspondences by post as opposed to contacting them by email and interacting with them via your web sites or by phone.*

*Having to manually update your web site information that may be needed by your customer base.*

*A large proportion of your Management information is manually derived and therefore time consuming to prepare manually, or it just isn't feasible to produce it.*

#### **Will You Only Support A System That Tidy Software Has Written?**

*No, we have supported such systems in the past, so please feel free to enquire.*



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### Tidy Software FAQ Page 4

#### **How Long Do You Take Before Fixing Any Problems Found In Your Software?**

*Within 2 working days of us understanding what the problem is guaranteed. Failing this, if the fix is complex, or will affect a large number of users or their customers, then this work is agreed to schedule with the customer.*

#### **What Would Happen If I Wanted To Extend My Project Or Implement New Things After The Software Has Been Written?**

*We encourage customer contact at any time by phone, email or in person. Official contact check points can be agreed during a project and published on our support web sites. These can be daily or weekly depending upon the stage reached, complexity of the project and what you want.*

#### **What Would Happen If I Wanted To Extend My Project Or Implement New Things After The Software Has Been Written?**

*We encourage customer contact at any time by phone, email or in person. Official contact check points can be agreed during a project and published on our support web sites. These can be daily or weekly depending upon the stage reached, complexity of the project and what you want.*

#### **How Do I Install Updates?**

*These are usually downloaded from our web site and automatically installed (PC based updates), or are implemented by us (web based updates).*



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### Tidy Software FAQ Page 5

#### Who Does The Testing Of The Software Prior To Release?

*Ordinarily we do all program and system testing. User testing can also be undertaken by us by prior arrangement. We do however like each customer to take part in user testing. User testing can also be used to train users in the use of the software at the same time. These skills can then be cascaded on through the organization by these key staff members.*

#### Can You Accommodate Changes Mid Way Through The Project?

*Yes, this can be done and is not an unusual occurrence. If the changes are large scale, the specification, contract and cost may need altering.*

### Contact Details

#### Offices At:

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