

PREPARING TO INVEST IN

# CUSTOM SOFTWARE

# Preparing to Invest in Custom Software

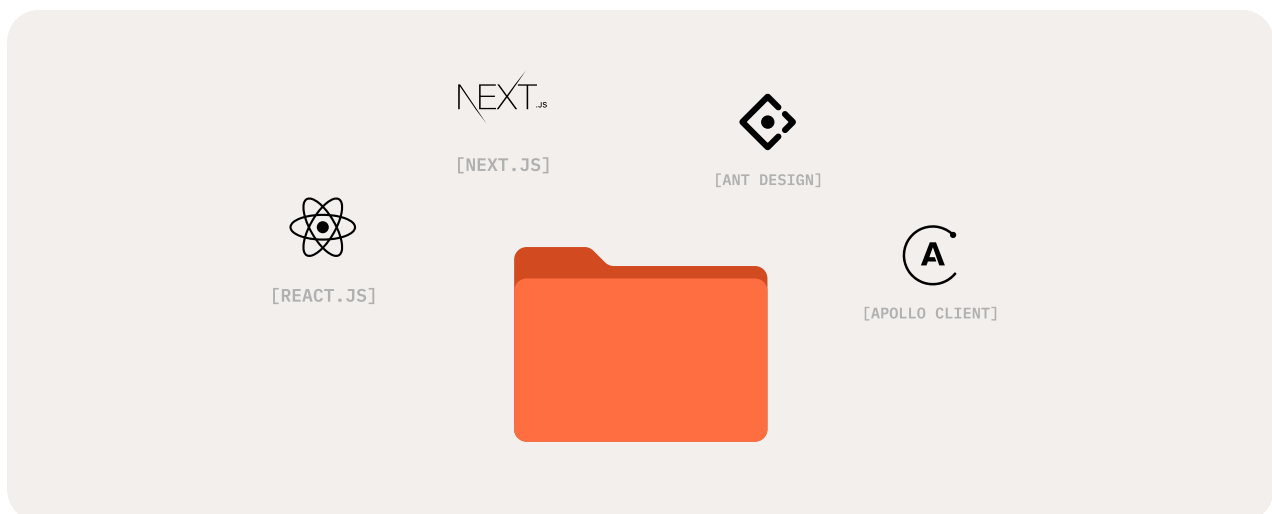
When you have some plans to invest in a custom software solution and hire a third-party company for its implementation, you should take care of the clear formation of the requirements for it – this may be one of the key points for its longevity, competitiveness, and overall success. Below, we will look at the most trivial requirements and also provide a list of those that may be present optionally.

## What Requirements Should Be Set for The Software Developer in Terms of The Architecture and Tech Stack of The Future Project?

Let's start with the requirements that you can personally present to your development team.

### Established Technologies

If you have some idea about the features that have to be presented in your product, they should be able to be implemented with frameworks and libraries that already have some history and, preferably, are used by some large corporations. This will ensure that subsequent support and updates to your software product will not require a global rethink of its [technology stack](#).



### Open Source Frameworks

To clarify the previous point, we would like to add that the most preferred frameworks and libraries are open source ones since, in addition to being supported by the corporations that use them, they are also improved and evolved thanks to their developer communities.

In general, the large community behind any software solution means that it is a widely-developed technology. Therefore, the risks that it will cease to exist (i.e., that your team will have to select an alternative for your project and rewrite a lot of its code from scratch) will be the lowest.

## Number of Specialists in Development Technology

The technology stack you choose should open up opportunities to find the best developers and not become a limitation. In particular, there are a lot of popular and widespread languages and frameworks for which it is not difficult to hire specialists, even in the local market.

At the same time, there are a number of unpopular solutions to fill vacancies which may take you months to complete. That's why if you are considering several options for a technology stack, it is better to choose the one for which you will not have to face problems in finding developers.

## Technology Life Cycle

It is important for you to understand how often the frameworks and libraries used to build your software solution are updated and whether backward compatibility is maintained between their versions. Ideally, you can ask your team about the version of the framework they are going to use to be LTS (Long-Term Support).

Thus, you should discuss with your contractor the possibility of selecting a technology stack with a life cycle of at least 2-5 years.

## Licensing

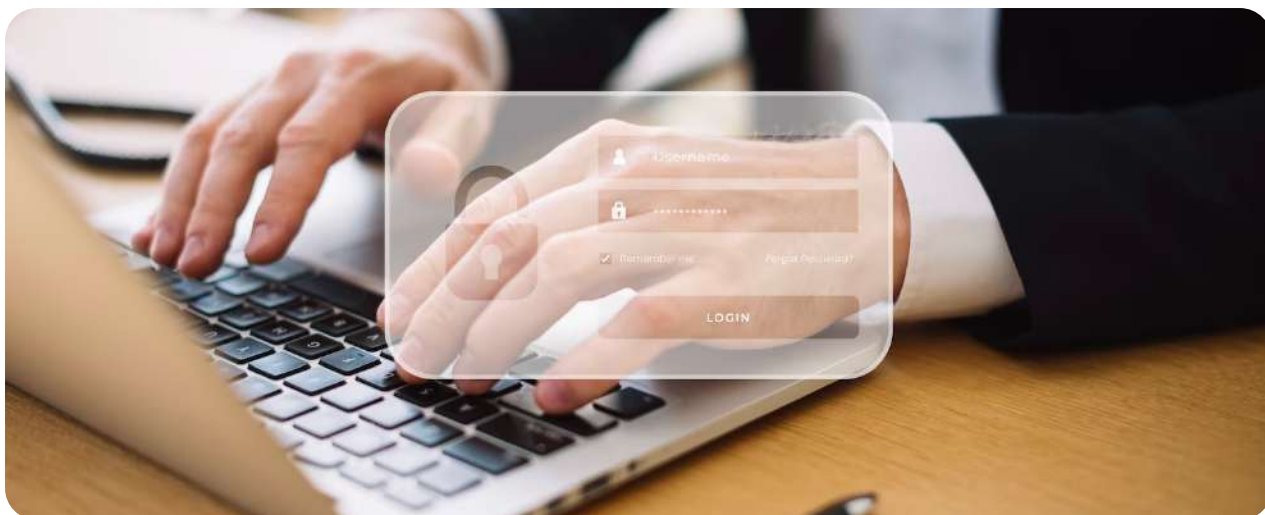
The open source nature of all the tools selected to implement your project does not mean that they come with the same license. With regard to licensing, the most popular options are the following:

- IT
- GPL
- AGPL
- LGPL
- CDDL
- ISC

Each of them has its own unique nuances for use in commercial products – some impose restrictions on the choice of third-party solutions with other types of licensing, some do not allow use in software products for resale, and so on. In general, this aspect is very important for discussion as it often influences the final choice of technologies.

## Security Requirements

Security requirements can be divided into two types: industry and internal, which relate to certain internal policies of the company for which the software solution is being created. It is important to approve all these details as early as possible since they can affect a significant part of the program code and the architecture of your software as a whole.



## Employee Training

Some clients may need to train their employees to work with the created software solution. To do this, the contractor usually compiles a comprehensive knowledge base, which contains step-by-step guidance on how to use the application, how to install it, etc.

Also, the client may request N hours from the contractor's team to conduct online training for employees (for example, an online webinar or workshop). During this event, a specialist from the contractor's side demonstrates how to fully interact with custom software. Finally, as the project adds new features, its owner may also need additional onboarding for the company's employees to reach their full potential.

## Your Unique Requirements

Of course, you may also have a number of your own requirements. They may relate to:

- the official support for the tech stack used in your country, an established technology stack within your company;
- an adopted infrastructure model (for example, if your company actively uses cloud services, an on-prem solution will not suit it);
- delivery methods (this could be build artifacts, Java packages, ZIP files with source code, image documents, etc.), etc.

## The Guarantees That The Developer Must Provide

Now, we will outline a list of guarantees that your development team will have to provide you with.

### Warranty Service

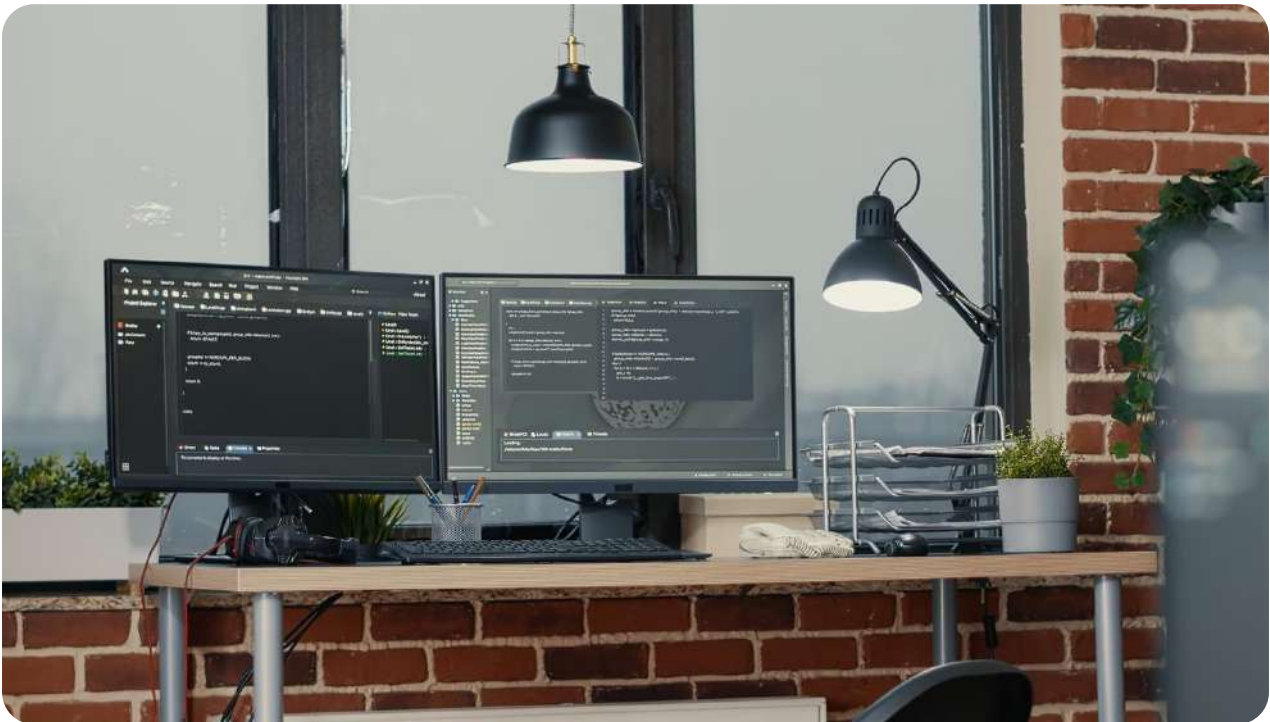
As the owner of your software product, you must understand what obligations your contractor is ready to undertake and to what extent this will occur. For example, you may discuss the warranty service duration (during what period the support will be free), terms of defects elimination, and so on.

## System MTBF

Essentially, system MTBF is an agreement on the availability of the software solution created by your software development service provider (for example, this could be 365 days a year). You can also optionally request the document describing how the needed availability level can be achieved.

## Technical Support Plans

Your development company, as the executor of your project, must provide you with a plan that will describe possible incident resolution scenarios, an algorithm for communication with technical support, the default troubleshooting tools, etc.



## Supply of Updates

Your contractor should discuss with you how often and within what time frame updates can be delivered on your project. It is also important to discuss with your team the types of these updates (adding new features, code refactoring, bug fixing, etc.) – each of them may need a different time to implement.

## Certificates of Compliance with Standards

Clients who require proof of compliance with certain standards and certification of their products should negotiate this aspect with the contractor. In this case, the latter will have to turn to a third-party company to conduct an audit to obtain the necessary certificate.

## Comprehensive Documentation

Some clients, at the beginning of cooperation with the development team, ask them to provide documents such as:

- a diagram of a high-tier [software architecture](#);
- a health model;
- go-live instructions;
- post-deployment testing instructions;
- disaster and recovery plans;
- the sequence of the disaster cycle.

However, in the end, the documentation you need may be much less comprehensive.

# Conclusion

We hope that we have helped you understand the basic project requirements so that your development team will get a complete understanding of your needs and, thus, minimize the number of edits during the development process. If you are looking for highly qualified specialists who will take responsibility for the implementation of your business idea, feel free to [contact us](#).

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