

Working with Ayers Rock Software

Ayers Rock Software is easy to deal with. Like any other business, we have a handful of key internal business requirements, including maintaining a high level of customer satisfaction, managing cash flow, and protecting all parties' intellectual property rights. Our goal is *simplifying our business and professional relationship* by fitting in with your processes, whether you're a business partner or a customer, and doing things "your way" whenever it makes sense. We'll follow your business and human resources policies in order to work seamlessly with your staff and business partners. We are professional, courteous, and respectful of your business's culture.

AgiliTrans is a comprehensive application with many eye-opening capabilities. But we don't represent it as "full function" because such a statement would be marketing hype: there is *always* something new to investigate, design, document, program, and test; we look forward to our customers' new requirements. To accommodate real or perceived functional gaps, we continually enhance the system with general (for example, writing new interfaces to existing 3rd party software) and customer-specific (for example, interfaces to internally-developed customer applications) functionality. *We consider our ability to understand your business requirements, and to deliver a better-than-expected product, to be key components of the Ayers Rock Software value proposition.*

When we agree to develop new functions, we design and code them to the same standard as any production application, including using reference tables (instead of hard-coding values) and contemporary programming techniques (instead of quick-and-dirty coding). We design conversion programs to be easy to run as often as necessary and to minimize follow-up manual processing. Depending upon the nature of the license and/or professional services agreements, the rate for such development varies.

In previous installations, we've worked with a variety of customers' business partners, including 3rd party software vendors, contract programmers, and local web developers, in peer, subordinate, and management relationships¹. If Ayers Rock Software has, or contemplates, a relationship with another party also working on your project, we'll advise you promptly.

In the era of greatly-increased homeland security, business travel has moved even farther from the domain of "fun" travel. There are many technology tools that reduce the need for frequent business travel; however, we continue to travel because there is significant value in getting to meet other team members face-to-face. In addition, it's acknowledged that it's smart to have the team working together, under one roof, periodically. Often we work at your site for planning and requirements gathering, work from our office during the "heads down" period², and on-site for user acceptance testing and implementation.

Finally, Ayers Rock promotes a cordial environment and working relationship with all parties involved in the project. We believe everybody's energy is best spent on designing, implementing, and supporting creative, cost-effective solutions for the business.

¹ At the direction of a customer, we've been working for multiple years with domestic and offshore teams from a major Indian technology firm and have spent time in India working with their programmers.

² Ayers Rock prefers to develop using "Agile" principles; this means we work closely with users during the development process and deliver working software early in the development life cycle.