

Your Software System: Custom Developed Versus Packaged

Ready-Packaged Solutions	Specifically Developed Solutions
At best the system might meet 80% of your requirements.	Should be able to meet 100% of your requirements. Your system could be designed to perform a task that competitors' systems do not, giving you a <u>competitive advantage</u> .
Fast availability of "basic" system, usually longer implementation time and greater training requirements.	Longer time for development. Speedier implementation and fewer training requirements.
Lower initial capital cost – usually. However may cost extra for consultants to implement the system/train users.	Higher initial cost but possibly lower cost over time. Implementation tasks can be more easily carried out in house.
More features are included (if you do ever need them).	New features are specially developed for you when required.
Much harder to obtain customised features – if at all.	Can alter system as required.
New features (or changes) added/made by the supplier, usually for free – but only when they decide to develop them. You could be left behind the competition or stuck when a feature you rely on is changed or is removed.	Development is at your request to meet your requirements.
You do not own the right to transfer the system to another supplier, or to treat it as a business asset.	You can negotiate the right to transfer the system to another supplier, or even to own it yourself.
The system should be tried and tested.	The system is tested in development for the client.
Supplier could go bust/be bought out or be outgrown by the client's needs. Client still has no rights to the system.	Supplier could go bust/be bought out etc. but at least it is possible to have negotiated an agreement where the software code could be transferred to a new host/developer.
You might be one customer in several thousand.	Development and support will be a more 'personal' service.

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