COLIBRI SOLUTIONS

## Our Solution Development Process

At Colibri Solutions, the primary goal of our consulting and development processes is to deliver technology solutions that solve problems, improve operations and provide the exact functionality required. To do this, we work with both IT departments and their internal clients. IT departments may ask us to provide one or more of technology service. Non-IT departments usually realize that they need to manage information generated by a process or project but are unsure how to proceed. Colibri Solutions is comfortable working with either group, and we often serve as a mediator between them, translating technical terminology and processes into a language that non-technical staff can understand and vice versa.

While every solution has its own unique process, Colibri Solutions follows these basic principles during development:

- We meet with prospective clients at least twice to better understand their business and data management needs. During these meetings, we identify the major issues to be resolved and get to know each other.

- We decide to take on a client prior to submitting a proposal based on the following criteria: whether the proposed consulting or development services are within our competency; our assessment of the client's commitment to engaging our services and to the amount of work involved to make the process a success; and whether we feel that the project will contribute to the professional and financial success of our business.

- We provide a proposal outlining the major goals and features of the development process, along with a preliminary estimate of the level of effort required to complete such a solution.

- We provide a Contract for Database Development Services for signature by the client's legal representative.

- We require that the client identify a client representative. The client representative will be the subject matter expert and client point-of-contact for Colibri Solutions


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during the development process, relaying all requirements to Colibri Solutions, taking responsibility for reviewing all progress and managing any client-side testing.

- We allocate the appropriate human resources to the project. We staff our projects with associates experienced in the type of solutions and, where possible, the vertical market involved. One or more associates may work on a solution in addition to a project manager. As a rule, all of our associates have several years of FileMaker Pro solution development and documentation experience. Senior associates have significant levels of technology consulting and project management experience. Where necessary, we partner with outside technology providers or vertical market consultants.

- All major information management solutions undergo an initial period of discovery during which we provide a Process Definition document, Functional Requirements Plan, and Security and IT Plans. During solution development, the Functional Requirements document serves as a reference guide for the development process.

- We understand that all clients need and want to participate in the development process. We also know that no client wants to chase after the consultant for information and a status report. We meet with the client representative on a scheduled basis to review progress and current working files.

- Custom solution development is an iterative process. As new requirements are added to the solution during development, the Functional Requirements document is updated to reflect those requirements. The solution may go through two or more periods of discovery and development.

- We stay with the project until both the client and ourselves are satisfied with our collaborative efforts. Colibri Solutions aims for repeat business with every client, and customer satisfaction is the best way to reach that goal.


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