

Questionnaire to Determine Need for Custom Application Development

What do I need from a new application / software solution? What functionality do I require?

Would any existing software fit my needs? (Check sites like [Capterra.com](https://www.capterra.com) or [G2.com](https://www.g2.com).)

Can I tie the output of a custom application to a specific business goal? (For example, can I reduce support time by 15%? Can we increase customer satisfaction by 25%? Can I increase cross-selling revenue by \$50,000?)

Is it possible to customize an off-the-shelf app or an older application I already have?

Considering all of my current and future needs:

What features are a necessity for my business right now vs. a “nice to have” option or future need?

Do I need my application to be HIPAA compliant?

Will my company need ongoing support while using the application?

Do you expect your company’s processes to stay roughly the same, or do they evolve frequently?