



## Overview: Capabilities & Methods

In the world of custom software development and consulting firms, there are many different choices to be made; Cleveland Consulting Inc (CCI) is founded on the premise that your choice of a partner is the most important decision you will make. In the last nine years, CCI has perfected a process of embedding their clients' hard-won business insights into custom software.

Cleveland Consulting helps its clients build mission critical software applications in a fraction of the time it would have taken just a few years ago; faster than traditional tools like Oracle allow.

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They accomplish this through the use of tools that provide new methods for integrating custom systems. These tools allow development in a collaborative environment that produces results faster and at a lower cost than users expect, delivering projects on time and under budget in situations where traditional software development languishes for months or years. The same care in selecting tools also allows CCI to maintain its high standards of partnership throughout a project's lifetime, allowing them to respond to customer needs in hours, not

days, and to provide solutions in days, not in weeks or months. They are redefining what it means to own software.

Cleveland Consulting has only the most senior staff members design all their clients' systems directly. The president, Court Bowman, believes, "We can only call ourselves true partners with our clients if our best people get directly involved in every project;" we spend the necessary time on each design to give the customer a thorough specification - containing screen-by-screen mockups of their software - along with our estimate.

Cleveland Consulting receives a flat fee in advance for this specification which provides several advantages that are immediately apparent to their clients. The design process becomes a platform for increasing buy-in within the organization, translating into easier project approval and smoother roll-out and training down the road.

Furthermore, radical changes to the software are easily made during the design process since no code has yet been written behind the mockups the client is evaluating. Unlike traditional developers, CCI offers no resistance to radical changes at this stage, as they present no cost in rewriting code.

Cleveland Consulting has been leveraging these techniques to deliver custom software solutions, consulting, and web site integration as Partner level members of FileMaker Inc.'s prestigious FileMaker Solution Alliance (FSA) since its inception. Of the over twenty thousand professional FileMaker developers that have joined the FSA, FileMaker Inc. has accepted less than thirty as Partners, trusted with helping the most demanding of its customers.

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