

# WHO MAINTAINS THE CUSTOMIZATIONS?

## THE PROBLEM IS REAL

So, you're thinking of purchasing one of the packaged HRIS solutions "à la mode" for your large corporation? But, because you are a large corporation, certain things must be done **your** way, as described in **your** collective labor agreements, or as decided by **your** Board, all of which is not necessarily how the system was written in an R&D Lab somewhere in California or Berlin.

No problem, the author guaranteed it was all simple to customize (if it comes from the California Lab) or that work-arounds could be easily created (if it comes from Berlin). In both cases, you were given a list of big name consultants who could handle the job.

A certain number of hundreds of thousands of dollars later, or millions even, or tens of millions even, you will own customized software and/or work-arounds. The software author will not even be aware that these things exist. The consultant will be long gone, and the individuals who worked on it will already have changed consulting firm twice since. Who will maintain the customizations and work-arounds?

What maintenance, you ask? California is going to send you a huge CD called "*Release 10.0*" someday. Your next year-end and legislative compliance stuff will be on it. You can't totally ignore it, but you can't drop it in either without paying attention to your modifications. The initial project over again?

If the CD came from Berlin, you might drop it in, at least that's the theory. Who will make sure that the work-arounds are still working, who brought the work-arounds to the same levels for tools (NT, Unix, Oracle, etc, etc.) as the new core?

And what about the Interfaces to third parties?

You'll maintain it internally? You're really going to replicate the technical R&D that the author is doing each year at multimillion dollars of costs? The only thing that makes less economical sense than developing such applications internally is maintaining them internally.

## CLIENT SPECIFICITY

Any large corporation installing an HRIS will have a certain level of unique needs requiring software adjustments. D.L.G.L. made the choice of recognizing this reality in its integrated Human Resources, Payroll, Pension and Time Systems, V.I.P., and the strategies which surround it.

D.L.G.L. will deliver customized versions of V.I.P., and even more importantly, D.L.G.L. will support these customizations under a maintenance contract, and insure that the core product can continue to evolve, and that the client specific portion remains synchronized with the rest.

Too good to be true? What's the trade-off?

The trade-off is on D.L.G.L.'s side. With this personalized approach, D.L.G.L. can't just ship a box of software each day with a good luck card. But that's perfectly O.K. We have chosen quality before volume, client intimacy rather than size. Fewer clients, happier clients.



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