

What is it?

actiTIME customization team can modify the product according to your needs. This is an opportunity to order additional functionality or missing feature as well as integrate actiTIME with other software.

How does it work?

- 1 First step – send your request.** Once we receive it, one of our Systems Analysts will contact you to get a better understanding of your requirements. Then we will prepare and send you our proposal with initial project specification and cost estimates.
- 2 Second step – agreement.** After you accept our proposal and sign the agreement we will start working on the project. There is no advance payment, and there is a guaranteed delivery date. Your product will include all available actiTIME features from the latest releases and won't be limited in the number of users.
- 3 Third step – testing and delivery.** We will install the developed software on our server for your review and testing. Once completed, we will deliver to you all the necessary documentation, the software package and instructions for manual installation.

Further we will provide **180-day warranty for your product**. During this period we make sure that the software works in accordance to your needs. And if any issues occur we will fix it at our own expense.

What is the price?

Customization means that we make a unique product that will be used only within your company. Its cost cannot be the same as the cost of publicly available product. It is much higher. Most of requests that we receive cost from 3 to 10 thousand US dollars.

We offer a fixed cost contract where cost calculation is based on two values:

- cost of one hour of work (vary from \$25 to \$35 depending on request);
- total number of required hours (determined within initial analysis)

Before you make any decision you may request a rough cost estimate for your needs. You are welcome!

Pros & Cons



Unique chance to get software that fully meets your needs
180-day warranty period



Expensive (comparing to the public version of the product)
Further upgrade is a matter of additional cost