Fitrix Customer Expectations
Addendum for Highly Customized Systems

If you are coming from a highly customized software system or are planning a Fitrix implementation that is highly customized, the following additional expectations will apply:

1. **Replacing a highly customized system:**

   - It is especially difficult to identify all of the software requirements up front in the case of a business that has had its accounting/ERP system in place for many years and has had an in-house software developer or team available for customizations as needed for a long period of time. These systems tend to have a lot more complexity than is initially identified and these businesses tend to want everything when potential features are discussed. These projects require a combination of a contingency budget and a determination of the team to say no to all except mission critical features until the system is live.

   - The extent of customizations is usually at least 2 to 3 and sometimes 10 times what is initially identified in a detailed needs analysis for these systems

2. **You will need to define complete use cases:**
   - We strongly recommend that you take full responsibility for defining specific scenarios, or use cases, of business processes where you fully define each process where you anticipate interaction with the Fitrix software. This should include reports, forms, screen captures, and verbiage where you fully describe critical business procedures, and how you expect the software to support the process. These scenarios can then be used to create detailed design documents, for later use in the development and testing processes.

3. **Your team should not do any 'invasive' parts of the project until after go-live**
   - We strongly recommend that all customizations that write to the database be performed by your Fitrix team until after go-live.
   - Customers who have performed modifications that corrupted data and/or did not follow Fitrix design standards closely enough, have incurred costly data cleanups, often eventually requiring a re-write of those portions of the application.
   - Reports are a great place for your team to begin learning the Fitrix tools and software.
   - Your team can also create any independent subsystems as long as any interface to Fitrix is written by the Fitrix team or overseen by the Fitrix team.

I have read, understood, and agree to the contents of this document:

_____
Signature

_____
Printed Name

_____

Title

_____

Company Name

_____

Date