



Making  
world  
smaller



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## Internet and Intranet Solutions

Small Planet offers conventional software development, maintenance and implementation services.

Our development methodology is based on two approaches, the first being "**User-centric**" and the second being "**Total-Cost-of-Ownership (TCO) - centric**".

The previous decade setup some good, new, positive trends of considering Customer Satisfaction and subsequently Customer Delight in whatever you produce in your organization. However, in last couple of years, the Software Industry has given birth to a more matured concept of End User Satisfaction.

User-centric approach of Small Planet exactly revolves around this recent concept - "how the User is going to feel about our software". Note, this approach is One Step Ahead of customer-centric approach (i.e. customer satisfaction or customer delight). The End Users of a software are one step Further Down the Line. Example, for a railway ticket booking software, the Customer is say, Indian Railways, but the Users are one thousand million population of the country India. So the development of the software will consider How the Users will Feel Good about the software, rather than only considering the opinion of the Railway Officials.

The entire science of Usability Engineering, which is one of the most recent buzzwords of software industry, is fundamentally based on User-centric approach.

The second part - TCO-centric approach, affects the entire development and maintenance cycle. We need to design the software in such a way that the initial cost of development remains under control and Also the future Several Years of Maintenance and Service cost remains affordable.

Please look at the sample demo of our sophisticated web based application on our web site.