



# EfficientBusiness

Information Pack



# Contents

About Us

Our Services

Development Process

Terms & Conditions

Contact Details

FAQ's



# About Us

## Brisbane Based

//.., We are an All Australian Business with our Head Office based in Sunny Brisbane!  
Our Local Senior Developers offer you Phone and Email Support throughout the course of your project development.

## Experienced Team

//.., With a Varied Skill Set and over 30 years combined experience, our team offer you limitless possibility to streamline your business operations and achieve a greater level of efficiency.  
Our Software Developers specialise in Microsoft Access, .NET and WPF.

## All Work Guaranteed Bug-Free

//.., Each and every piece of Custom Software, Database or Web Application we build comes with our 100% Bug-Free Guarantee. This literally means that if you find a glitch or operating fault in our work we will FIX IT FOR FREE - No Questions Asked!

# Our Services

## Custom Software and Database Development

//.., Our main business is building Custom Software Applications that often require some form of Custom Database Development. Our focus is on increasing efficiency for small to medium businesses by creating superior applications of value.

## Web Design and Web Applications

//.., There's nobody better to go to for Web Development Services than a Custom Software Company that you can trust. We have the skills to create Websites that can dramatically change your business. We offer better design and integration solutions and a high return on investment.

## Online Marketing and Google Adwords

//.., You'll be so impressed with your new website, you'll want to share it with the world! We can guide you in the right direction and offer you wise advice about how to attract more online traffic and potential customers to your site. We specialise in Lead Conversion!

# Development Process

## Free Onsite Consultation

//.., We offer you a FREE Onsite Consultation with a Senior Developer and a Project Manager to estimate a Ball Park Figure for your project. We will try to work within your budget as much as possible. We require a 50% deposit before commencing work.

## Written Quote

//.., If you are happy to proceed we will arrange a Comprehensive System Analysis to begin your project, at which time you will receive a Written Quote detailing all of the features of your new software. Any enhancements will need to be quoted separately.

## Ongoing Support

//.., You may nominate Two Key Representatives from your business to work alongside our Development Team. You will have a Senior Developer dedicated to your project. We provide whatever you need in terms of written documentations, presentations and liason.

# Terms & Conditions

## Packages and Hourly Rates

//.., We do our utmost to work within your budget. We offer some Web and Online Marketing Packages but most of our work is charged on a per hour basis under individual contract. We require a 50% deposit before commencing work.

## Project Management

//.., A maximum of two people can be nominated to work alongside us on your project. We will touch base with these people during the course of development. We also provide presentations to your staff body educating them about the new software where necessary.

## After Service Agreements

//.., A detailed written quote will be supplied to you in the initial stages of the project. We also undertake a Comprehensive System Analysis before commencing. If there is a technical problem with your software it is covered by the Guarantee, however all enhancements are billable.

# Call Us

1300 950 992

//., Brisbane Head Office.  
27 Aloomba Road  
Ashgrove 4060

//., Visit our website.  
[www.efficientbusiness.com.au](http://www.efficientbusiness.com.au)

//., Send us an email.  
[sales@efficientbusiness.com.au](mailto:sales@efficientbusiness.com.au)  
[support@efficientbusiness.com.au](mailto:support@efficientbusiness.com.au)



# FAQ's

## Who owns the software?

//.., You do. A unique characteristic of Efficient Business is that we custom build all applications from the ground up. You can be sure that no other business will have the same software that you do. While we provide support, this also means that you keep the source code in case you need it!

## Do you charge a consultation fee?

//.., No. We provide a Free Onsite Consultation with a Senior Developer and Project Manager to assess your needs, give you some advice and a Ball Park Figure. We then provide a Comprehensive System Analysis and a Detailed Written Quote included in the total fee.

## What if something goes wrong?

//.., Occasionally a project can take slightly longer than expected or an operational fault can be missed in Application Testing. We provide a Comprehensive Level of Local Support, unmatched in the marketplace. If you find a 'bug' - We Will Fix It For Free Guaranteed!