* Boat manufacturing, take raw materials in and deliver boats (manufactuiring, design, “turn-key” solutions”)
* 30- person team
* Interviewee is a manufacturing engineer
* The problem
* A combination of- a piece of existing software ERP that is unsatisfactory
* Cost of software license is massive- unsatisfactory
* Want a new piece of software as this ERP is bleeding money

Want a cleaner UI

* Current one is click intensive
* - Little automation
* Not intunitive
* Employee training takes a long time, continuous
* Main goal of software is to control and manage costs

Data entry on engineering side as well as purchasing side must be manually entered each time and takes too long

Each new item created or purchased must manually be entered into the system that takes a very long time

Point of the system is to “get” data, not enter it, and yet most of the use for the system is entering data

“UI is obscene”

* Current system looks like it was designed in the 90s
* Very difficult for new users to figure out, requires extensive and continuous training

Only user that was able to correctly use the software has now left the company, and so the domain expert is gone, so the UI should be replaced soon as productivity is going to bleed without them

**Advantages of the current system”**

* Tracking is accurate, reliable
* “System is correct”

**Other options?**

* Looked at other systems, but other builds are very expensive
* Requires a huge amount of customization for the specific domain which requires a very expensive, specialized system

**Desired expansion**

* Being able to enter “timecards” for users from the shop floor, currently team is using timecards and then the information is being manually entered

**Security is a massive concern**

Who will be using the software

* Bookkeeping
* Management
* Employees (shop employees)
* Sales
* Engineering
* Purchasing

Software should be accessible to everyone, including those with very limited computer knowledge

**Constraints**

* Windows OS (7+)
* Must be able to run on “cheap” off the shelf machines
* Backup system
* Must have failsafes, system cannot fail