

## Appendix

Interview with the Client

Me: Good evening

Client: Good evening, How are you?

Me: I am doing well, and you?

Client: I am great, thank you for asking. Ok, let us begin.

Me: Alright, can you first elaborate on your overall experience in investing and evaluating businesses?

Client: Sure, overall, It is a great experience. I am able to research and then based on that research invest in multiple different businesses in order to make a profit. I look over a great amount of financial information in order to calculate an evaluation of the business properly.

Me: That sounds interesting yet, extremely complicated. How are you able to manage your time effectively in order to complete these different calculations?

Client: Well, actually it requires a great deal of time. I spend more time than I should on these different calculations, and it would be beneficial if I were able to spend less time and less effort on the calculations and research of a business, so I can understand and evaluate more businesses.

Me: Would you like the system to be able to save time for you in that regard?

Client: Yes, that would be splendid.

Me: Ok, I will make sure that the system can allow you to save time in the calculations of these finances but first, what are the specific calculations that are causing you to spend a great amount of time on them?

Client: In specific, the calculations for annual cash flow, weighted average cost of capital, net present value, profits, risk for different business's is taking away a huge portion of my time and effort since it is fairly complex.

Me: Alright, I have added that to the list of requirements for the system. What other issues are you facing in evaluating businesses?

Client: Oh, I forgot to mention this earlier, but it would be really beneficial if the system was also able to generate and create a balance sheet.

Me: Duly noted, what else?

Client: I am also experiencing issues with managing the financial information of all the businesses. Since there is a great amount of information, I would require a great management tool or system that could store the finances in an organized fashion.

Me: Ok, I see. I will add that to the system requirements. By any chance, since this is financial information, and it would be beneficial to maintain it with proper security, would a method of logging in to view and edit this information be helpful.

Client: That would be extremely helpful but since I have a lot of things to keep track of, can the login have a way in which I can reset my password if I forget it.

Me: Sure, is there any other requirements you would like me to add to the system?

Client: No, I do not believe so.

Me: Alright, well, thank you for your time.

Client: My pleasure, bye.

Me: Bye.

## Appendix 2

### Feedback on Improving Product

Client: Hello

Me: Hello, how have you been?

Client: I have been doing great, and you?

Me: I have been doing great as well. I wanted to ask you a couple of questions about my application in its current form.

Client: Sure, ask away.

Me: So, how have you found using this application so far?

Client: Overall, it is not bad, but I find it lacking in a lot of aspects. The user interface can be improved upon and certain data is not being displayed and calculated for correctly.

Me: Ok, what are the specific issues?

Client: Well, the user interface is fairly tedious to use and the risk and net present value is not being displayed. As well as that, I am unable to remove a business that I would not like to be evaluated anymore. Moreover, the change in working capital is not being calculated accurately. It must take into account the assets and liabilities of the previous years of a business as well.

Me: Very well, I will take this into consideration for the final product.

Client: Yes, I would appreciate that.

Me: What other improvements do you believe will make this product much better to use?

Client: This is a minor improvement, but I think the product will really benefit from the display of not only the business, but also the net present value of the business when comparing each registered business's net present value to one another.

Me: Alright, I have added that to the list of improvements. What other improvements would you like me to make?

Client: That is mainly it. Please make sure to implement these changes as soon as possible because I am excited to use your final product.

Me: Will do. What are the key aspects that you like about the product that you think is done well?

Client: For the calculations that are done correctly, it saves me a lot of time to simply plug them into the application and obtain the information that I need to analyze a business.

Me: What else?

Client: I also think that the log in aspect of the product is done extremely well. As well as that, I also enjoy the aspect that I can save this information and manage it in an organized manner through this application.

Me: Thank you for your input. Is there anything else you would like to say?

Client: I wanted to say that I think what you are doing is great and that I appreciate the time and effort that you have put into this product.

Me: Well, thank you, I appreciate it.

Client: Your welcome. See you in our next meeting.

Me: See you.

### Appendix 3

Product review with the Client

Me: Good morning

Client: Good morning, how are you?

Me: I am doing well, and you?

Client: I am feeling great, thank you for asking. Ok, let's review your application.

Me: Alright, so what did you find to be great about this application and what computational requirements does this application meet?

Client: Overall, I am impressed with this product as it fulfills a majority of the requirements and needs that I need it to fulfill. For example, all the computational aspects of the product are done well as I am able to obtain a balance sheet and the annual cash flows of a business in the form of a table. In addition, I also am able to gain the net present value of a company.

Me: That sounds great. Other than computation, what other requirements is this application able to fulfill?

Client: Well, this product is also able to create different user accounts which I will find very useful as I may want to create multiple ones for management purposes. Amongst that, I am able to view all the businesses I registered within the account, which provides more organization when looking over which businesses I should invest in.

Me: Well, I am glad that the application is somewhat helpful. Moving on to its flaws, what were some of the requirements that this application did not fulfill?

Client: There was not a specific requirement that this application completely failed to fulfil, but when comparing the net present value of each business, I am only able to compare it for a specific time in years, and I believe that I should have been able to enter any amount of time.

Me: Other than that, do you have any other suggestions to improve upon this application?

Client: In my opinion, although the user interface is fairly vibrant, I find it counterintuitive in the use of the application.

Me: How so?

Client: In specific, I found it tedious registering a business and inputting financial values on it as I constantly had to hit “Next” and “Calculate/SaveInfo” in order to save information. Even Though, the application was hard to use in that regard, it was still much better than having to calculate for the financial information manually.

Me: Duly noted, what other improvements would you like to see in future versions?

Client: My suggestion for a future version is that it is able to calculate for more financial information in order to gain a better perspective on how a business is doing compared to others within an industry.

Me: Ok, I see. Care to elaborate more?

Client: Specifically, I would love to see a future version be able to calculate for different financial ratios and obtain industry standards.

Me: Thank you for your feedback, is there anything you would like to add?

Client: I just wanted to say that you have done a fantastic job with this project, and I would love to have an improved version.

Me: Why thank you, I will make sure to communicate with you about a future version.

Client: Ok, that sounds great. Enjoy your day.

Me: I hope you do as well.