Skype Chat Excerpt with Steven – Year 2014

**1st August 2014**

[06:56:41 PM] Vikram Singh Saini | MCP: Did you have some MBA or some course that trains you in such way? Actually want to be like you in long terms.

[06:57:41 PM] Vikram Singh Saini | MCP: Any guidance for me?

[06:57:59 PM] Steven Wood: Ha ha :) no....no MBA

[06:58:18 PM] Steven Wood: Just patient and honest and hardworking**.**

[06:58:31 PM] Vikram Singh Saini | MCP: I will keep your words remember for my whole life. Thanks for sharing.

[06:58:41 PM] Steven Wood: You're welcome.

[06:59:22 PM] Steven Wood: I can tell you're an honest person which is why I like working with you*.*

[07:01:44 PM] Vikram Singh Saini | MCP: I'm straightforward and don't know about business lot. But know a single thing - **"Don't cheat your clients for money as they are earning it by working hard."**

[07:03:08 PM] Steven Wood: I agree, I think being honest and work hard will take you a long way without hitting too many problems.

[07:03:54 PM] Vikram Singh Saini | MCP: I pray God to never make me dishonest in any circumstances.

[07:05:02 PM] Steven Wood: I don't think God will make you dishonest. Temptation perhaps.

[07:05:22 PM] Steven Wood: I don't think you have anything to worry about.

[07:05:41 PM] Steven Wood: I'm sure we'll work together for a long time yet.

**29th August 2014**

[05:13:02 PM] Vikram Singh Saini | MCP: When you pick contractor for job, how you decide who is/will be good?

[05:13:24 PM] Vikram Singh Saini | MCP: As one can say lot that he or she can do, but what's the factor that help you to decide that he will surely do that task?

[05:14:11 PM] Steven Wood: First to go are those that say "I can do this." and then add a list of unrelated web sites they have made.

[05:14:21 PM] Vikram Singh Saini | MCP: Even in starting I wasn't sure for Oracle and Exchange part. But they ended up well. And vice-versa gone for MVC projects I failed.

[05:14:33 PM] Steven Wood: Second to go are those that don't answer the questions properly.

[05:15:23 PM] Steven Wood: finally those that answer the questions clearly and mention experience in the related field and their profile shows related work.

[05:15:40 PM] Steven Wood: And they have good feedback

[05:16:01 PM] Vikram Singh Saini | MCP: I liked second point. It's truly filter them.

[05:17:58 PM] Steven Wood: For the Oracle job I would have liked someone who said "I have worked with Oracle on many projects in the past, I have experience developing for Oracle... etc." and have at least one job that mentions Oracle or they have Oracle development in their profile listed as an area of expertise.

**15th October 2014**

[15-10-2014 06:43:41 PM] Vikram Singh Saini | MCP: So I was hoping for something that you wish to share with your children or expect them to follow them.

[15-10-2014 06:43:56 PM] Steven Wood: sure...

[15-10-2014 06:50:26 PM] Steven Wood: Being honest and true will generally lead towards a happier life with less trouble, when I have not been honest and true it has led to difficulties.

You'll never regret time spent with family and friends, you may regret time you spend wasting watching rubbish TV, reading rubbish etc. I have a few regrets, but I didn't have the knowledge back then I have now so I'm not sure I could have done differently.

I think men have something inside them that wants to work to build things as well as being a husband and a dad so it's important to get that balance right, we need to pay the bills and look after our families so we can't always spend the time we'd like to with our children but make the time you do spend with them an enjoyable one for you both.

I wish I had more patience with them sometimes, I wish I played with them more as they grow up so fast.

[15-10-2014 06:51:00 PM] Vikram Singh Saini | MCP: Reading one of greatest experience of nice person...

[15-10-2014 06:51:28 PM] Steven Wood: I wish I had spent more time reading to them and playing with them than watching TV I'll forget about in 30 minutes.

[15-10-2014 06:52:38 PM] Steven Wood: Take photos of family moments and have them around the house, so the children see them daily. It's a nice reminder that this our life and we're enjoying it together.

[15-10-2014 06:52:49 PM] Steven Wood: Small thing but helps.

[15-10-2014 06:57:30 PM] Vikram Singh Saini | MCP: So far I think for life as - To be good person, good in all sort of relations for all people. And try to never make cry anyone for any reason.

[15-10-2014 06:58:04 PM] Steven Wood: Someone I know used to say **Smile more, worry less** I always liked that.

[15-10-2014 07:03:59 PM] Steven Wood: It costs about $1000 a month to pay for the ads.

[15-10-2014 07:04:30 PM] Steven Wood: So we need to sell enough each month to cover that cost.

[15-10-2014 07:04:58 PM] Steven Wood: Currently we get enough back to pay us both a wage.

[15-10-2014 07:05:30 PM] Steven Wood: Sales have slowed in the last year hence the attempt to upgrade some of the programs.

[15-10-2014 07:05:59 PM] Steven Wood: Hopefully things will pick up now we're working on them.

[15-10-2014 07:06:05 PM] Vikram Singh Saini | MCP: Did you check competitive programs for your products line?

[15-10-2014 07:06:16 PM] Steven Wood: No I don't

[15-10-2014 07:06:26 PM] Steven Wood: I find it discourages me

[15-10-2014 07:06:45 PM] Steven Wood: makes me worry too much so I just do what people ask.

[15-10-2014 07:06:52 PM] Vikram Singh Saini | MCP: Why? For me they serve as inspirational and to cross-check if we are not missing something.

[15-10-2014 07:12:49 PM] Vikram Singh Saini | MCP: So this is the link -

[15-10-2014 07:12:49 PM] Vikram Singh Saini | MCP: [www.manageengine.com](http://www.manageengine.com)

[15-10-2014 07:13:01 PM] Vikram Singh Saini | MCP: which I believe is dominant for AD solutions.

[15-10-2014 07:13:37 PM] Steven Wood: You're right they're a big company.

[15-10-2014 07:13:55 PM] Steven Wood: The 'plan' at the moment is to renew all of the programs with the feature requests I have collected from customers to give us the best shot for the next year.

[15-10-2014 07:18:58 PM] Steven Wood: One more thing I wanted to remind you of as I appreciate you are working hard too. I mentioned I would pay you a bonus yearly, I will do this. I do my accounts once a year late in the year or early next year ready for April (I think). Just wanted to remind you that you will share in our hard work.

[15-10-2014 07:19:34 PM] Vikram Singh Saini | MCP: I appreciate it. But my bonus beside that is my clients (customer) satisfaction.

[15-10-2014 07:19:52 PM] Vikram Singh Saini | MCP: That's why I always keep asking to leave your comments for anything.

[15-10-2014 07:20:02 PM] Vikram Singh Saini | MCP: So that there can be no chance of misunderstandings.

**05th December 2014**

[05-12-2014 08:03:55 PM] Steven Wood: At some point next year I will need to take some time off to do some work for my family. I can't do the technical support required so will need to look for some help. I would like us to discuss a long term plan so you can continue to work on the programs. I thought if you knew someone who could provide the support then they could feedback to you for bug fixes etc.

[05-12-2014 08:05:00 PM] Steven Wood: When I say long term plan I mean for at least 6 months to a year. Which programs to work on first and where we want to be with them to stay relevant.

[05-12-2014 08:05:20 PM] Vikram Singh Saini | MCP: [05 December 2014 08:03 PM] Steven Wood:

<<< I can't do the technical support required so will need to look for some help. So do you have plans for me too?

How about if we go with some website on which user post their technical queries related to our software.

[05-12-2014 08:05:37 PM] Vikram Singh Saini | MCP: And then I go with them one by one (I hope they will be related to my domain either).

[05-12-2014 08:05:51 PM] Vikram Singh Saini | MCP: Or you think I will be busy with development over projects.

[05-12-2014 08:06:17 PM] Vikram Singh Saini | MCP: I mean if no assignment for me or probably not, then I can handle technical stuff.

[05-12-2014 08:07:48 PM] Steven Wood: I'm sure you could handle it, that's something we can think about. We could go with using a web based help desk system. I could handle those awkward ones or chip in from time to time with answers that may help.

[05-12-2014 08:08:30 PM] Steven Wood: The aim of the version of AD Bulk Users you are working on is to reduce a lot of the support questions.

[05-12-2014 08:08:42 PM] Steven Wood: Documentation on the web site is also key.

[05-12-2014 08:08:51 PM] Vikram Singh Saini | MCP: Yes! I agree with documentation part.

[05-12-2014 08:08:57 PM] Vikram Singh Saini | MCP: It automatically reduce queries.

[05-12-2014 08:10:01 PM] Steven Wood: There is a balance needed on the site, some sites show every users question/bug which can be bad as potential customers see all other users comments/issues good and bad.

[05-12-2014 08:12:17 PM] Vikram Singh Saini | MCP: I'm sorry I might not understood last paragraph properly.

But I was thinking this way to go with our existing issues.

1. A ticket based web system where users can post their queries along wiht other details to report or ask anything.

2. A documentation on our website for specific products. And with almost all details for minute parts which could answer their questions automatically.

It will help us in two way. We can redirect them or share link with them to go throught. So that they can make it quickly. And if still not resolved, then we fix them one-by-one. Just ideas.

[05-12-2014 08:12:19 PM] Steven Wood: As I previously mentioned I do intend to give you a bonus yearly based on sales but if you want to do the tech support also then we can agree on a weekly increase in pay.

[05-12-2014 08:13:02 PM] Vikram Singh Saini | MCP: The bonus is good. But the most important is to keep clients happy (you) plus your clients too.

[05-12-2014 08:13:11 PM] Steven Wood: Yes I agree with your suggestions for the site.

[05-12-2014 08:13:23 PM] Vikram Singh Saini | MCP: But then hours will distribute for development and technical part.

[05-12-2014 08:13:47 PM] Vikram Singh Saini | MCP: And probably development will go slow (which I think you might not want to do). Or your choice for this point?

[05-12-2014 08:15:43 PM] Steven Wood: **I don't think we can afford to slow development as we need to catch up with rivals.** Whilst there is not a lot of tech support I can get through them quickly as I have been doing it for a long time now. Unless we have some tech person who understands AD and server they won't be much help.

[05-12-2014 08:15:58 PM] Steven Wood: I can find someone to work with you who has these skills.

[05-12-2014 08:16:00 PM] Vikram Singh Saini | MCP: Yes! That's the point.

[05-12-2014 08:16:08 PM] Steven Wood: I think they could bug test also.

[05-12-2014 08:16:20 PM] Vikram Singh Saini | MCP: Strongly agree with last paragraph.

[05-12-2014 08:17:11 PM] Steven Wood: I'll compose some thoughts to move forward and send them to you for review.

[05-12-2014 08:17:17 PM] Vikram Singh Saini | MCP: And yes we should not take risk of slow development. Because timey delivery is what matter in cut-throat competition.

[05-12-2014 08:17:36 PM] Steven Wood: agreed

[05-12-2014 08:19:53 PM] Steven Wood: I would like to keep you involved but I strongly think you should have financial incentive too, so I'll come up with something to compensate you.

[05-12-2014 08:20:31 PM] Vikram Singh Saini | MCP: Thanks!

[05-12-2014 08:20:46 PM] Steven Wood: I will be around but due to my commitment to the family work I have to do I just won't have the time like I do now.

[05-12-2014 08:21:20 PM] Vikram Singh Saini | MCP: I learned one thing from business so far that one should get financial incentive only if the other party is getting double benefit.

So that they pay happily. Else it's of no joy.

[05-12-2014 08:21:38 PM] Steven Wood: That's very true

[05-12-2014 08:21:44 PM] Vikram Singh Saini | MCP: [05 December 2014 08:20 PM] Steven Wood:

<<< commitment to the family It’s really very much important.

[05-12-2014 08:22:08 PM] Vikram Singh Saini | MCP: Life is nothing without it. Money can't take your place be at anyplace.

[05-12-2014 08:22:23 PM] Steven Wood: True

[05-12-2014 08:22:46 PM] Steven Wood: I'll put my thoughts in an email and we can discuss soon.

[05-12-2014 08:23:29 PM] Steven Wood: Before any change I’d like to make sure we complete some of the new products to a point where they are reliable.

[05-12-2014 08:23:48 PM] Vikram Singh Saini | MCP: Yes! My goal is to complete them all before end of year.

[05-12-2014 08:24:05 PM] Vikram Singh Saini | MCP: For our all products for any leftover points.

[05-12-2014 08:24:06 PM] Steven Wood: The most important products are NPR, Phonebook, and AD Bulk Users

[05-12-2014 08:24:28 PM] Vikram Singh Saini | MCP: So let's pay our attention to strong points. And move fast as we can.

[05-12-2014 08:25:11 PM] Steven Wood: I think we need to move as fast as we can but as we've said before keep the quality as high as we can.

[05-12-2014 08:25:19 PM] Vikram Singh Saini | MCP: I think Phonebook is stable now.

[05-12-2014 08:25:29 PM] Vikram Singh Saini | MCP: Did you find points or rough edges?

[05-12-2014 08:25:42 PM] Steven Wood: There are a couple of bugs in phonebook.

[05-12-2014 08:25:54 PM] Vikram Singh Saini | MCP: Can we say NPR is stable?

[05-12-2014 08:26:04 PM] Steven Wood: **NPR is stable yes.**

[05-12-2014 08:26:15 PM] Steven Wood: The issues are deployment

[05-12-2014 08:26:29 PM] Vikram Singh Saini | MCP: Great! I will complete NPR part by Saturday (anyhow). Family is away to in-laws. So lot of time now.

[05-12-2014 08:26:33 PM] Steven Wood: Customers don't always understand IIS

[05-12-2014 08:26:50 PM] Vikram Singh Saini | MCP: Why we ask our customers to deal with IIS?

[05-12-2014 08:26:55 PM] Vikram Singh Saini | MCP: It's our job.

[05-12-2014 08:27:07 PM] Vikram Singh Saini | MCP: I mean I'm not good for IIS part.

[05-12-2014 08:27:14 PM] Vikram Singh Saini | MCP: I learned from some product from Telerik.

[05-12-2014 08:27:28 PM] Vikram Singh Saini | MCP: They ask everything from customer from Installer. And go that way.

[05-12-2014 08:27:36 PM] Vikram Singh Saini | MCP: No direct interaction with IIS for any point.

[05-12-2014 08:28:07 PM] Steven Wood: The installer is pretty good but if the customer is doing something out of the ordinary then they hit a problem.

[05-12-2014 08:28:24 PM] Vikram Singh Saini | MCP: Yes! Then it will be there always.

[05-12-2014 08:28:40 PM] Vikram Singh Saini | MCP: Some customers don't understand. And for them there is technical support.

[05-12-2014 08:28:48 PM] Steven Wood: What do you mean: [14:57:23] Vikram Singh Saini | MCP: They ask everything from customer from Installer. And go that way.

[05-12-2014 08:29:11 PM] Vikram Singh Saini | MCP: I was trying some product (not getting name now). So I thought to use it.

[05-12-2014 08:29:58 PM] Vikram Singh Saini | MCP: I was installing it. It asked me for the database connection string and stuff. And then created database. Also configured most of settings of IIS as per their website from installer itself.

[05-12-2014 08:30:13 PM] Vikram Singh Saini | MCP: By website I mean the product of our own type.

[05-12-2014 08:30:30 PM] Vikram Singh Saini | MCP: It can be used for management of projects. But since it was trial, so lasted for 30 days. Please don't take my points in other way.

[05-12-2014 08:31:10 PM] Vikram Singh Saini | MCP: I am just sharing my thoughts.

[05-12-2014 08:32:08 PM] Steven Wood: It sounds good and I believe the installer we use can do similar things but it's another job to do! :)

[05-12-2014 08:32:31 PM] Steven Wood: I'm going to get on with the manual for phonebook.

[05-12-2014 08:32:43 PM] Vikram Singh Saini | MCP: Yes! There is lot to do. But the best to focus on point which can give you advantage.

[05-12-2014 08:32:49 PM] Vikram Singh Saini | MCP: Because IIS stuff is one time thing.

[05-12-2014 08:32:55 PM] Steven Wood: I'll put some more thoughts in an email over the week and you can feedback.

[05-12-2014 08:33:03 PM] Vikram Singh Saini | MCP: Sure! I will.

[05-12-2014 08:33:05 PM] Steven Wood: Question

[05-12-2014 08:33:09 PM] Vikram Singh Saini | MCP: Yes!

[05-12-2014 08:33:14 PM] Steven Wood: **Do you have the hardware you need?**

[05-12-2014 08:33:34 PM] Vikram Singh Saini | MCP: That's a good question.

[05-12-2014 08:33:35 PM] Steven Wood: Monitor, cpu hard drive space etc?

[05-12-2014 08:33:40 PM] Vikram Singh Saini | MCP: Let me share with you true facts.

[05-12-2014 08:33:44 PM] Steven Wood: ok

[05-12-2014 08:33:46 PM] Vikram Singh Saini | MCP: One PC -

[05-12-2014 08:33:58 PM] Vikram Singh Saini | MCP: Intel Dual Core Processor

[05-12-2014 08:34:05 PM] Vikram Singh Saini | MCP: 160 GB HDD.

[05-12-2014 08:34:10 PM] Vikram Singh Saini | MCP: External HDD - 500 GB

[05-12-2014 08:34:16 PM] Vikram Singh Saini | MCP: 4 GB RAM

[05-12-2014 08:34:27 PM] Vikram Singh Saini | MCP: And handle almost all development stuff with ease.

[05-12-2014 08:34:31 PM] Vikram Singh Saini | MCP: Window 8 OS installed

[05-12-2014 08:34:33 PM] Vikram Singh Saini | MCP: ------------

[05-12-2014 08:34:59 PM] Vikram Singh Saini | MCP: Second is MAC - I thought to use it for Window 8 too.

[05-12-2014 08:35:05 PM] Vikram Singh Saini | MCP: But unable to configure it so far.

[05-12-2014 08:35:23 PM] Vikram Singh Saini | MCP: And though not to waste time on it else I will not be able to focus on most important.

[05-12-2014 08:35:25 PM] Vikram Singh Saini | MCP: ------------------

[05-12-2014 08:35:50 PM] Vikram Singh Saini | MCP: Currently I'm thinking to invest in some other hard-core PC.

[05-12-2014 08:36:00 PM] Vikram Singh Saini | MCP: The PC with latest i-series processor.

[05-12-2014 08:36:31 PM] Steven Wood: **What is the price of a decent PC with SSD** where you live?

[05-12-2014 08:37:14 PM] Vikram Singh Saini | MCP: I'm not sure. But rough estimate (on basis of research). Around Rs. 60,000 - 70,000 (for SSD part).

[05-12-2014 08:38:42 PM] Vikram Singh Saini | MCP: And plan is to buy it in next year. Stuck in dilemma to buy laptop or desktop. But now sure to buy desktop. I found working on laptop not easy.

[05-12-2014 08:38:57 PM] Steven Wood: What about http://www.dell.com/in/p/inspiron-23-5348-aio/pd

[05-12-2014 08:39:56 PM] Vikram Singh Saini | MCP: Checking...

[05-12-2014 08:41:37 PM] Steven Wood: I've not had much luck with laptops, screen too small and the slow HDD isn't good enough.

[05-12-2014 08:41:56 PM] Vikram Singh Saini | MCP: You wrote my points.

[05-12-2014 08:42:25 PM] Steven Wood: This looks cheap http://www.dell.com/in/p/inspiron-20-3043-aio/pd?p=inspiron-20-3043-aio&view=pdetails&dgc=IR&lid=44323DE1&cid=&ref=gzilla&isredir=true

[05-12-2014 08:43:02 PM] Steven Wood: Specs are low though

[05-12-2014 08:45:07 PM] Vikram Singh Saini | MCP: Yes! That seem heavy PC.

[05-12-2014 08:45:17 PM] Vikram Singh Saini | MCP: I'm having idea to buy some like that.

[05-12-2014 08:47:10 PM] Steven Wood: Which one?

[05-12-2014 08:47:26 PM] Steven Wood: The Inspiron 23 5000

[05-12-2014 08:47:35 PM] Vikram Singh Saini | MCP: Yes!

[05-12-2014 08:47:50 PM] Vikram Singh Saini | MCP: But I have monitor so will go with some separate CPU.

[05-12-2014 08:48:06 PM] Vikram Singh Saini | MCP: Not in build

[05-12-2014 08:48:22 PM] Steven Wood: How big is your monitor?

[05-12-2014 08:48:29 PM] Vikram Singh Saini | MCP: 22 inch

[05-12-2014 08:48:35 PM] Vikram Singh Saini | MCP: DELL S2240L

[05-12-2014 08:48:38 PM] Steven Wood: Ah great size

[05-12-2014 08:48:58 PM] Vikram Singh Saini | MCP: Yes! That way you don't have to scroll to look for code.

[05-12-2014 08:49:03 PM] Vikram Singh Saini | MCP: Just see all in single glance.

[05-12-2014 08:49:27 PM] Vikram Singh Saini | MCP: I'm impressed with way you had invested in hardware. You have lot of PC.

[05-12-2014 08:49:33 PM] Vikram Singh Saini | MCP: Totally network guy.

[05-12-2014 08:50:02 PM] Steven Wood: I use a lot of virtual servers

[05-12-2014 08:50:09 PM] Steven Wood: Just need lots of ram.

[05-12-2014 08:51:26 PM] Vikram Singh Saini | MCP: Agree! That's wise decision.

[05-12-2014 08:51:47 PM] Vikram Singh Saini | MCP: I was working for client. And software was need to be tested on XP, W7, and Vista.

[05-12-2014 08:52:04 PM] Vikram Singh Saini | MCP: And this is how I tested it -

[05-12-2014 08:52:23 PM] Vikram Singh Saini | MCP: 1. XP on my PC.

[05-12-2014 08:52:31 PM] Vikram Singh Saini | MCP: 2. W7 on friend's PC.

[05-12-2014 08:52:40 PM] Vikram Singh Saini | MCP: 3. Vista on neighbour's PC.

[05-12-2014 08:52:53 PM] Vikram Singh Saini | MCP: Such a stupidity. I wish I was aware of Virtual Server.

[05-12-2014 08:53:56 PM] Steven Wood: You could have done it virtual pc but you need 8 GB ideally

[05-12-2014 08:55:14 PM] Vikram Singh Saini | MCP: Yes! But that was my start of career. So less money... less investment ... and lot of struggles for small stuff.

But I enjoyed all. Struggling is also enjoying process if it give positive output.

**05th January 2015**

[08:10:20 PM] Steven Wood: Quick question.

[08:10:24 PM] Vikram Singh Saini | MCP: Sure!

[08:10:32 PM] Steven Wood: Did you purchase your new PC?

[08:10:47 PM] Vikram Singh Saini | MCP: Nope. I didn't get time.

[08:10:54 PM] Vikram Singh Saini | MCP: A question to you too -

[08:11:00 PM] Vikram Singh Saini | MCP: for same

[08:11:02 PM] Steven Wood: I ask as I'll have a spare 120GB SSD drive soon.

[08:11:29 PM] Vikram Singh Saini | MCP: That's great! But let me share a point and then you let me know how to go for same.

[08:11:46 PM] Vikram Singh Saini | MCP: Since I am having MAC Mini with 1 TB HDD, and the SSD feature too.

[08:12:01 PM] Vikram Singh Saini | MCP: Plus i7 Processor and 4 GB DDR3 ram.

[08:12:23 PM] Vikram Singh Saini | MCP:

So I was thinking to make use it with dual booting. So that it can be used. Else it wll be of no use to me.

[08:12:33 PM] Steven Wood: Great idea

[08:12:35 PM] Vikram Singh Saini | MCP: This system is total new (bought in July or later).

[08:13:00 PM] Vikram Singh Saini | MCP: However I was getting projects from you continuously. So I thought I will do it later. And so it is still in box.

[08:13:06 PM] Steven Wood: That's a great idea and it should work well. I know many people who do that.

[08:13:35 PM] Vikram Singh Saini | MCP: Yes! That's why I didn't invested in new PC. I will try to do by Sunday. Actually the home chores come in.

[08:13:47 PM] Vikram Singh Saini | MCP: And so I am not able to make it.

[08:13:54 PM] Steven Wood: Sure understood.

[08:14:14 PM] Steven Wood: Why don't we finish this user’s project then take a day to get it done.

[08:14:22 PM] Vikram Singh Saini | MCP: Exactly!

[08:14:42 PM] Vikram Singh Saini | MCP: That's the priority. And so not interested to spend time something less worthy then your project.

[08:15:27 PM] Vikram Singh Saini | MCP:

A quick question to you too - Any critic point for me that need to be improved?

[08:15:38 PM] Steven Wood: Agreed it can take time to setup a new system so that you are productive with it.

[08:15:41 PM] Vikram Singh Saini | MCP: Or anything related to work quality?

[08:16:03 PM] Vikram Singh Saini | MCP: I don't want to be less in quality. So I keep asking these questions.

[08:16:08 PM] Steven Wood: I'm happy with work quality, few issues and you fix them quickly when they arise.

[08:16:27 PM] Vikram Singh Saini | MCP: If you are happy, then I am double happy.

[08:16:27 PM] Steven Wood: As you grow more familiar with the programs that will help also.

[08:16:46 PM] Steven Wood: I'm enjoying working with you, long may it continue.

[08:17:02 PM] Vikram Singh Saini | MCP: Yes! That's helping me too. But you know I become anxious for reason that understanding program decreases response time and so output too.

[08:17:23 PM] Vikram Singh Saini | MCP: And I get worry for output. For me at least there should be some visible output.

[08:17:42 PM] Steven Wood: That will get faster as you become more familiar. I appreciate some are complex changes.

[08:18:13 PM] Vikram Singh Saini | MCP: Thank you very much. Really you understand developer's working nature and complications.

[08:18:32 PM] Vikram Singh Saini | MCP: Thanks once again for your trust and keep working with me so long.

**28th April 2015**

For clarity why don't we say for each day we reduce that week’s payment by $10 a day? So two days you would bill $190, 6 days you would bill $150.

**18th May 2015**

2. I was thinking to use client name as Dovestone Softwares in linkedin profile with your permission. If it is ok, please let me know. If not, then simply say no to me.

I will not mind any of the answers.

[08:51:04 PM] Steven Wood: Regarding 1, if they are close together then it is up to you.

[08:51:13 PM] Vikram Singh Saini | MCP: ok

[08:51:31 PM] Steven Wood: I think we only need to increment when we issue a new release.

[08:51:48 PM] Steven Wood: But if it would help you then increment if needed.

[08:51:58 PM] Vikram Singh Saini | MCP: ok

[08:53:11 PM] Vikram Singh Saini | MCP: You forget to reply for question 2 :)

[08:53:36 PM] Vikram Singh Saini | MCP: We both are professionals. So feel no hesitation for any response.

[08:54:39 PM] Vikram Singh Saini | MCP:

Actually I was even thinking to get some genuine letter from your end stating working with you for years. But that's some another day..

[08:54:57 PM] Vikram Singh Saini | MCP: if possible then only

[08:55:34 PM] Vikram Singh Saini | MCP:

And yes, I am not planning to leave you. I am enjoying working with you. So for now not looking for any change...

[08:55:46 PM] Steven Wood: Sorry distracted by son. Regarding LinkedIn, at the moment whilst we're working together I'd rather you didn't but in the future I would be more than happy for you to do this and I would be happy to do a letter.

[08:56:41 PM] Vikram Singh Saini | MCP: Great! Thanks. I will not use for now. Thanks once again for all...

[08:56:50 PM] Vikram Singh Saini | MCP: I am happy with your thoughts. :)

[08:58:03 PM] Steven Wood: Glad you are happy in your work, I am enjoying working with you also. I think we are making some good progress and I am thinking about the next stage once we reach a relatively bug free and reliable version of each of the programs which we are ever so close to completing.

[08:59:13 PM] Vikram Singh Saini | MCP: Yes! We are near. And we are progressing at proper pace. Let's make each software bug free the best possible.

[09:02:14 PM] Steven Wood: I am working on a new web site at the moment and my plan in brief is to retire a few of the lesser used programs and leave us with the main desktop programs that are stable and the web based programs. The desktop based programs will sell less and less as customers move to the cloud but hopefully will sell for some time yet so we have an income whilst we work on other programs.

[09:02:56 PM] Steven Wood: The browser based programs need improvement to make them robust, they will hopefully sell more as we improve them.

[09:02:58 PM] Vikram Singh Saini | MCP: Actually while surfing I got idea that people will use AD in cloud.

[09:03:19 PM] Vikram Singh Saini | MCP: So research should be carried on for that part too...

[09:03:19 PM] Steven Wood: Many customers are already using AD in the cloud

[09:03:44 PM] Vikram Singh Saini | MCP: Since you are already a well-established brand ... So need to think for that too. ..

[09:03:48 PM] Steven Wood: currently they sync it with the on premises version but I think that will all be cloud at some point.

[09:04:04 PM] Vikram Singh Saini | MCP: Ah ... We both are thinking on same track.

[09:04:09 PM] Steven Wood: Hopefully a refreshed web site will help us.

[09:04:12 PM] Steven Wood: Yes

[09:04:34 PM] Steven Wood: We'll discuss plans in more detail soon.

**12th October 2015**

Steven, I thought lot over it for whether it would be fine to send you email or discuss directly.

[Vikram Singh Saini](https://dovestonessoftware.slack.com/team/vssaini) [1:36 PM] Then I considered that I will leave my thoughts here so that you can read, think and can share your thoughts about it.

[Vikram Singh Saini](https://dovestonessoftware.slack.com/team/vssaini) [1:37 PM] the point is that we both had successfully covered more than 1 year. And I hope you are satisfied with service so far and all is going as per your expectations.

[Vikram Singh Saini](https://dovestonessoftware.slack.com/team/vssaini) [1:38 PM] Well! I was thinking if we (actually you) can revise the payment rate per week. I don't want to sound tempted to you or something like that. It is just that I believe that I had spent lot of time working on all related AD projects. And so my skills too had increased which eventually help us to complete projects things fast unlike earlier beginning days.

[Vikram Singh Saini](https://dovestonessoftware.slack.com/team/vssaini) [1:40 PM] so I would like to know what you think about it? ​I remember your words to give bonus at the end of Mar-April. But that's other point and no issue over it.

[Vikram Singh Saini](https://dovestonessoftware.slack.com/team/vssaini) [1:41 PM]​Hope I don't sound unprofessional.​ Thanks for all so far. *I had thought for $310 per week. Rest I leave up to you.*

[Steven](https://dovestonessoftware.slack.com/team/steven) [[2:37 PM](https://dovestonessoftware.slack.com/archives/job-payment-other/p1444640830000009)] I am satisfied with your work and appreciate it. I do recall mentioning a bonus, I recall sending you some money towards a new PC, and I didn't think of this as the bonus and probably did not mention it as such. I can consider and increase in the weekly payment, my first impression is that 310 is quite a jump.

I would like to share with you some finances which is something I like to do as it is my responsibility but I want to sound fair and not like I am asking you to work for little. Last Monday we sold 1 piece of software at $99 (ADBU) Tuesday was a little better in that we sold 4, 3 at $99 (the most popular price point) and one at 299 (phonebook). The remainder of the week was similar with no sales over the weekend (that is rare).

Each month I pay $750 to advertise on the most popular sites for server administrators, $1000 in Google adverts and ~$2000 to advertise on SpiceWorks (under review), sales each month vary with August being the busiest month, some months we don't sell enough to cover costs but over the year it works out. For each $99 sales ~10% is taken by the card processing, they often advertise as 5.4% but then there is the transaction charge ~$1 and then also take a cut when sending the payment internationally. It's almost impossible to work out exactly but I optimistically guess at $10 for $99 purchase. Then there are my bank charges and UK business tax ~25% and also my personal tax after I with draw my pay. Total tax ~40%. I mention this just to highlight that we need to sell a lot of over the year to make a reasonable return.

Each year for the last few years sales have fallen, this is due to companies moving away from PCs/Servers/Active Directory and more mobile/cloud. This trend will continue but for the time being we have a business even though it is small. As the programs are approaching maturity then we can consider what is next. ***Going back to your salary increase I would like to offer $250.*** We can review this again later should we manage to improve sales. I don't want to burden you with business thoughts as that is my responsibility but I felt a little insight may help. You may ask why so much on advertising, the main reason is without the ads we would have some sales but not enough. Google has a strangle hold on almost all web ads which is why I spend some money elsewhere. I used to pay Google $2000 a month!

[Steven](https://dovestonessoftware.slack.com/team/steven) [[2:38 PM](https://dovestonessoftware.slack.com/archives/job-payment-other/p1444640932000011)] ***I'd like to add that I do think we are a good team and get on well.***

As the programs are approaching maturity then we can consider what is next. Going back to your salary increase I would like to offer $250. We can review this again later should we manage to improve sales.

[Vikram Singh Saini](https://dovestonessoftware.slack.com/team/vssaini) [2:44 PM] I appreciate for consideration after maturity or sales increase. And I accept your offer with $10 additional (if you allow).

[Vikram Singh Saini](https://dovestonessoftware.slack.com/team/vssaini) [2:45 PM] so will it be fine if I put it as $260?

[Steven](https://dovestonessoftware.slack.com/team/steven" \t "/team/steven) [[2:45 PM](https://dovestonessoftware.slack.com/archives/job-payment-other/p1444641326000022)] Ok $260 agreed.

[Steven](https://dovestonessoftware.slack.com/team/steven) [[2:46 PM](https://dovestonessoftware.slack.com/archives/job-payment-other/p1444641411000026)] Perhaps our biggest problem is completing the work we have in front of us.