



## FREQUENTLY ASKED QUESTIONS

As you look for a software provider, we suggest you ask some of these questions that may help you understand your bang for your buck. Every company has different priorities and concerns but if the following questions are important to you like they are to our clients, you will find us hard to beat!

### **How long have you been in business and what kind of experience does Trinity Software have?**

Trinity Software has been in business for over 18 years with development in both the commercial and MLM industries. We've done projects for the federal government and several Fortune 500 companies. We have over 11 years of MLM experience and have implemented many different pay plans.

### **How do you charge for custom development requests, such as to have a custom report written?**

We have one low price for any Firestorm™ report, as we use Crystal Reports (an off the shelf product that your own staff can purchase and use to write their own reports). We also include over 40 standard reports with Firestorm™. For custom development, Firestorm™ was designed to allow many changes to be written quickly and efficiently using external calls or stored procedures - eliminating the need to modify the core software.

### **What are your hourly rates for web and custom programming?**

Our current rates are very competitive at \$55.00 per hour for web development and \$95.00 per hour for custom programming.

### **Do you have documentation for Firestorm™ ?**

Yes, we have a 500+ page operations manual for Firestorm™, Report Manager and Security Manager. The documentation also has process flow diagrams, screen shots, tips, features, important notes and complete process descriptions.

### **Can we purchase the software and move it? If so, at what cost and what penalty for leaving hosting?**

Yes, a Firestorm™ Enterprise Edition on-site license is available for purchase at any time. If you are hosting with us, your hosting startup fee is credited toward this purchase and there is 0 penalty for moving it or cancelling hosting.

### **Will we have any flexibility to change critical business processes without extra charges for programming (i.e., level payouts, bonuses and qualifications, commission / pay cycles, check generation, etc.)?**

Yes, in Firestorm™ you can change the frequency of when you run any business processes, such as run promotions daily or weekly, do a special check run for contests, etc. You can also change many aspects of your pay plan such as the number of pay levels, pay qualifications, level payouts, bonus configurations, payouts and bonus qualifications. Firestorm™ even includes 2 different admin screens to create your own bonuses!

### **Do you provide training classes for basic operations (our Customer Service reps) and advanced training for critical business processes?**

Yes, we have up to 5 days of training for any level of system operations. Training is available on-site or at our facility.

### **Will we get a full database backup of our company data on a regular basis?**

If you purchase Firestorm™ you have full access to your database and you can pull backups at any time. If we host for you we provide a full copy of your database any time you request it.

### **What about support, new features and upgrades?**

Yes, Yes, Yes! We offer a monthly support agreement that provides 8 hours of phone support and free feature upgrades. You only pay for the time it takes us to do the upgrade.

### **Can we interface with the database to do things such as have a web developer integrate our own shopping cart?**

Yes, a Firestorm™ license purchase comes with an open API interface for reasons exactly like this one. For techies, the COM components are completely exposed and available allowing full access to the application functionality.

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