# Office Solutions Development

Topic 3:
Obtaining Application Software


Course Code: CIS132
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# What is Application Software?

▶ **Application software**

▶ "A complete, self-contained program that performs a specific function directly for the user. This is in contrast to system software such as the operating system...which exists to support applications programs

(Source: Howe, D. (2010). Free On-Line Dictionary of Computing [Available Online] http://foldoc.org/application+software )

# The Range of Application Software

- Application software is used in many ways such as:

  - storing customer data in e-commerce businesses;

  - helping managers make business decisions;

  - enabling hospital administrators to book people into hospital to receive treatment.

- In Topics 2-12, we will focus on how application software is used and developed in business, but here we will also consider other areas in which application software is used.

# Where is Application Software Used?

- Banks
- Business
- E-commerce
- Education
- Engineering
- Government
- Law
- Media
- Medicine
- Science

# Types of Application Software

- Accounting
- CAD (Computer Aided Design)
- CAE (Computer Aided Engineering)
- CAL (Computer Aided Learning)
- Database
- Data Mining

- Decision Making
- Desktop Publishing
- Email
- Graphics
- Presentation
- Project Management
- Simulation
- Spreadsheet
- Word Processing

# What is Integrated Application Software?

▶ Several programs for different applications are provided in one 'package' (e.g. database, email, spreadsheet, presentation, word processing) and they share a common interface.

▶ Microsoft Office and Lotus Suite are examples of integrated software.

# Obtaining Application Software

▶ There are two main ways for companies/individuals to obtain application software:

▶ Buy it: *commercial software*, also known as 'off-the-shelf' software

▶ Have it written/modified to exact requirements: *bespoke software*, also known as custom or tailored software

# Examples of Commercial Application Software

- Adobe Suite

- Microsoft Office

- Sage Accounting software

# Where Can Bespoke Application Software Be Used?

▶ Software written for:

▶ Business (e.g. budgeting)

▶ Medical applications (e.g. appointments system)

▶ Logistics (e.g. route scheduling)

▶ Education (e.g. learning a language)

▶ Engineering (e.g. production planning)

▶ See also the two websites referred to on Slide 23.

# Commercial vs. Bespoke Application Software

## Advantages

▶ Commercial application software is generally less expensive than bespoke application software.

▶ Bespoke application software generally matches an organisation's requirements exactly.

## Disadvantages

▶ Commercial application software does not always contain facilities and functions required by users.

▶ It is often complex to use.

# Application Software in Business Processes and Functions

▶ Application Software is available that contains features that allow users to undertake the various tasks required in different business departments, such as the following:

▶ Advertising, distribution, finance, human resources, logistics, management, manufacturing, marketing, production, purchasing, research and development, sales, technical support, etc.

# Examples of Application Software in Human Resource Tasks

▶ A human resources department undertakes various activities, such as:

    ▶ Staff details
    ▶ Recruitment
    ▶ Training

▶ It uses applications software, such as databases, management information systems, payroll, presentation, time and attendance, and word processing.

# Examples of Application Software in Marketing Tasks

► A marketing department undertakes various activities, such as:

- Market research

- Analyses data

- Reports on feedback

► It uses applications software, such as databases, decision making, spreadsheets, data mining and planning.

# Examples of Application Software in Logistic Tasks

▶ A logistics department undertakes various activities, such as:

- Route planning
- Dispatching goods
- Loading and delivery tracking

▶ It uses applications software, such as route planning and calculation, costing and scheduling.

# Improving Business Processes and Functions with Application Software - 1

- Application software can be used to enhance and/or improve business processes and functions:

  - Costs can be reduced due to tasks being automated.
  - Data and information can be exchanged quickly.
  - Customer service is improved, e.g. customers can order online and also check the status of their accounts.

# Improving Business Processes and Functions with Application Software - 2

► Employees work more efficiently (which helps to increase profits).

► Such software often contains advanced features that allows the user to develop/program it in order to make it even more efficient.