

CUSTOM SOFTWARE DEVELOPMENT

Software built for the way *you* actually work.

We build reliable web, mobile, and back-office software for businesses whose work has outgrown off-the-shelf tools.

Designed, built, and supported by the team behind OPSEN and HRIFY – for businesses that need software shaped to how they actually work, not the other way around.

/ TJ - CUSTOM SOFTWARE

BUILD · SHIP · OPERATE



ED. 05 · 2026

EST. 2025

01 — EXECUTIVE OVERVIEW

Custom software for work that doesn't fit ready-made tools

TJ Software Solutions builds custom software for businesses whose work has outgrown spreadsheets and off-the-shelf apps — and who need one system, designed around how they actually run.

We deliver finished, working software — not a pile of files. One team handles design, engineering, launch, and ongoing support. Same studio behind OPSEN and HRIFY.

Every project starts with a Discovery Week — we learn your workflows, edge cases, and the tools you already use — and ends with a working system live in your business, monitored and supported.

We don't bill by the hour. We deliver a working system, a clear support agreement, and an honest timeline you can run a business around.

PRACTICE AT A GLANCE

Established	2025
How we charge	Fixed-fee phases
In-house skills	8 disciplines
First version live in	8–14 weeks
What we build for	Web · Mobile · API
Close support at launch	30 days
Response time	From 1 hour
Who owns the code	You, from day one

WHAT WE BUILD

PLATFORMS	Multi-tenant SaaS	PORTALS	Customer · partner
OPS TOOLS	Internal back-office	MOBILE	Field & offline-first
INTEGRATIONS	ERP · payments · CRM	DATA	Pipelines & reporting

— 02 — THE PROBLEM

The work has outgrown the tools that run it

Most businesses start with a spreadsheet, add a SaaS subscription, and end up juggling five tools nobody fully trusts. The work has changed; the tools haven't kept up. The cost shows up as duplicated effort, broken hand-offs, and decisions made on out-of-date numbers.

01 Off-the-shelf forces you to bend

Ready-made software is built for the average customer. The way you actually work gets squeezed into someone else's structure — and the workarounds quietly become the system.

03 Connections between tools break

Software vendors keep changing their products. The fragile automation, the CSV upload, the email rule — they fail quietly, and you only notice at month-end.

05 Internal teams get stuck on day-to-day work

Hiring developers, keeping them, and protecting their time from everyday IT issues is hard. The team ends up putting out fires, and the bigger project never ships.

02 The business runs on a spreadsheet

One person knows how the master sheet works. When they're off, the work slows down. When they leave, it stops.

04 Generic agencies build and disappear

One-off project teams move on the day the invoice clears. Six months later there's no one to fix the bug, make the change, or honour the timeline you planned around.

06 Your data lives in five places, trusted in none

CRM, finance, support, ops, spreadsheets. The same customer exists six times. Every report needs cross-checking. Nobody can confidently quote a single number.

THE GAP

Off-the-shelf flattens how you work; one-off agencies disappear after launch; internal teams get stuck on day-to-day work. Custom software, built and [supported long-term](#) by one studio, closes that gap — on a timeline you can actually plan around.

— 03 — THE APPROACH

One studio. One team. One accountable delivery.

We work in four practice areas — discovery, product, platform, and operations — staffed by senior people from start to finish. The team that scopes the work also writes the code, runs the launch, and answers the support call six months later. No hand-offs, because there's no one to hand off to.

DISCOVERY · WEEK ONE

Understand the work before writing a line of code

A full week with the people who actually do the work — operators, supervisors, finance. We map workflows, capture edge cases, and list the tools you already use. You leave with a written specification, a prioritised list of features, and a fixed scope for the first release.

PRODUCT · WEEK 2 →

A working piece every two weeks

We work in two-week cycles against the spec. Real users on a real test environment from week four. Design, web, and mobile — all done in-house. No offshore subcontractors, no agency-of-an-agency, no surprise vendors.

PLATFORM · ALWAYS-ON

Built to run reliably from day one

Logins, audit trails, multi-tenant separation, backups, monitoring, automated releases, secure secret storage. The foundations ship with the first release — not bolted on later. Same patterns we run in OPSEN and HRIFY today.

OPERATIONS · AFTER LAUNCH

The team that built it, runs it

Monitoring, on-call cover, monthly update windows, and a roadmap meeting every quarter. The contract carries on past launch because the system does. Response times from 8 hours down to 1 hour, depending on the support tier you pick.

EVERY BUILD INCLUDES

[YOU OWN THE CODE

Source code, infrastructure, and logins issued in your name. Written into the contract.

[ACTIVITY LOGS & MONITORING

Every change is logged with who, when, and what — plus live monitoring of the running system.

[PLAIN DOCUMENTATION

Architecture, how-to guides, and onboarding notes — written down, not held in someone's head.

[SUPPORT RUNWAY

30 days of close support included after launch. Long-term support agreement available after that.

— 04 — CORE CAPABILITIES

Eight skills. One delivery team.

Each skill works on its own — and most projects use six or seven of them together. Senior people only. No staff rentals, no junior-led teams, no subcontracted hand-offs.

01 Product & Discovery

Workflow audits, user research, written specifications. Edge cases mapped with the people who actually do the work — not just their managers.

03 Web Engineering

Reliable web applications built on modern tools. Fast, accessible, and monitored end-to-end. Built to be used every day, not just demoed once.

05 APIs & Integrations

Reliable connections to the other tools you use — accounting, payments, CRM, login systems. Connections are documented and built to recover from failure, not lose data.

07 Cloud & Hosting

Repeatable, automated hosting setups. Backups, disaster recovery, and secure secret storage. Hosted in the cloud, in your own private cloud, or on your servers — whatever your security policy needs.

02 Design & Interaction

Layout, navigation, and visual design. High-fidelity prototypes tested with real users before any code is written.

04 Mobile Engineering

iOS and Android apps that work offline, store data securely, and handle patchy mobile signal. The same approach that keeps OPSEN working in remote areas.

06 Data & Reporting

Operational reports, data pipelines, and dashboards. The numbers in your reports match your system because they come straight from it.

08 Run & Improve

Monitoring, on-call cover, planned updates, and quarterly roadmap reviews. We don't disappear at launch — we keep the system improving, on a schedule you choose.

— 05 — HOW WE WORK

From idea to working system in five steps

Every project follows the same five-step shape — different content, same structure. You always know where the work is, what's blocking it, and what comes next. Fixed price at each step, with a written sign-off before the next one starts.

0 1 Discover Workflow audit, tool inventory, written specification. One week, fixed price.	0 2 Design Layouts, navigation, and high-fidelity prototypes — tested with real users.	0 3 Build Two-week cycles. A working piece every fortnight. Shared test environment from week four.	0 4 Launch Pilot, run-in-parallel, full switch-over. 30 days of close support. Written hand-over.	0 5 Run Monitoring, support, scheduled updates. Quarterly roadmap. Ongoing, with no fixed end date.
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01 · DISCOVER

A working week with operators, finance, and IT. Workflow audit, edge cases, and a list of the tools you already use. You leave with a written specification, a prioritised feature list, and a fixed scope for the first release.

02 · DESIGN

Layouts, navigation, and high-fidelity prototypes — tested with the same people from Discovery. The visual design system is set here, not added later. Approved by you before any code is written.

03 · BUILD

Two-week cycles against the written plan. A shared test environment from week four. Real users testing from week six. Logins, audit trails, monitoring, and automatic releases are built in from day one — not added afterwards.

04 · LAUNCH

Pilot group, running alongside your old tools, then full switch-over. How-to guides, dashboards, and a clear support contact path. 30 days of close support from the engineers who built it. Data migration is planned, checked, and signed off.

05 · RUN

Support with guaranteed response times, monthly update windows, and quarterly roadmap meetings. Same team, on call. The system keeps improving with your business — not handed over and forgotten.

One shape across every project — whether the build is a customer portal, a multi-tenant SaaS product, or a back-office system. Different content, same accountability.

— 06 — GOVERNANCE & TRUST

Built so your auditors, your insurers, and your IT director can sign

Custom software has to clear the same checks as software you'd buy from a big vendor. We build every project so it passes those checks from day one. Code, contracts, controls, and continuity — all in writing.

PRINCIPLE · 01

You own the code and hosting

Source code, cloud accounts, domains, and logins are registered in your business's name from day one. We hold day-to-day access — you hold the keys.

PRINCIPLE · 02

Security & data separation

Each customer's data is kept separate. Logins use short-lived tokens; data is encrypted when stored; file links are signed and expire. Security-tested before launch and on every major release.

PRINCIPLE · 03

Full activity history

Every change records who did it, when, and the before-and-after. Deletes are recoverable. History can be rebuilt on demand. Retention period is configurable.

PRINCIPLE · 04

Controlled releases

Versioned releases. Scheduled update windows. Documented rollback steps. No silent updates. Every production change has a ticket, an approver, and a record.

PRINCIPLE · 05

Continuity & clean exit

Source-code escrow available. Written architecture documentation. A standing offer to hand over to your in-house team or another supplier at no penalty.

PRINCIPLE · 06

Support with written guarantees

Response times in writing. Uptime targets in writing. Monthly service review with the engineers — not an account manager. Service credits if we miss.

WHY THIS MATTERS

For CFOs, IT directors, and procurement: custom software introduces supplier risk that ready-made software doesn't. We structure every project to reduce that risk — ownership, escrow, documentation, and continuity, all in writing — so the build clears the same checks as your finance and HR systems.

— 07 — BUSINESS OUTCOMES

What changes when the system is built around the way you work

Replacing a stack of off-the-shelf tools with one system built around your workflow leads to real changes — in how fast work moves, who's accountable, and how much time goes into cross-checking reports. The outcomes below are what we design every project to deliver.

01 **Fewer tools, one system**

Five SaaS subscriptions and three spreadsheets become one system with one login, one user list, and one set of data. Per-user fees, multiple vendor relationships, and the cross-checking work all go with them.

5-8 → 1

TOOLS COMBINED

02 **The way you do business stops bending**

The thing your competitors can't copy is built into the software — not worked around. New variations ship in weeks, not after a year of vendor procurement.

Weeks

NOT ROADMAPS

03 **Reports match the real numbers**

The dashboards pull from the same database that runs the operation. Cross-checking between tools — and the arguments about which number is right — goes away.

One source

FOR ALL DATA

04 **Your team gets time back**

The work that used to be done in master spreadsheets is now done in a maintained system. The people who looked after those spreadsheets can move to higher-value work.

Higher

TEAM LEVERAGE

05 **The system keeps improving**

Quarterly roadmap reviews with the engineers who built it. The system changes with your business — it doesn't freeze at hand-over. No need to start over every three years.

Continuous

NOT A MIGRATION

FIRST RELEASE

Working system live in 8–14 weeks, monitored from day one.

OWNERSHIP

Code, hosting, and logins in your name — written into the contract from day one.

CONTINUITY

Support with written guarantees, built to outlast any single supplier relationship.

08 — ENGAGEMENT MODELS

Three ways to work with us. Scoped, quoted, and contracted to you.

Custom work doesn't come with a sticker price — every project is sized to what you need, how much it has to connect to, your timelines, and the level of long-term support. Pick the shape that fits the work; we issue a written proposal with timeline and fixed phase fees on request.

Model · 01

Module

A focused build — one portal, one back-office tool, or one mobile app. One team, one delivery line, one release.

Quoted on scope

Fixed fee · 8–14 weeks

FOR FOCUSED BUILDS

- Discovery + specification + design >
- One application (web, mobile, or back-office) >
- Up to 3 connections to other tools >
- Single-customer hosting >
- 30 days of close support after launch >
- Email support · 8-hour response >
- You own the code & hosting >

MOST COMMON

Model · 02

Platform

A complete system for the whole business. Multiple surfaces, multiple user types, multiple connections. The full programme.

Quoted on scope

Phased · 14–24 weeks

FOR COMPLETE SYSTEMS

- Everything in Module >
- Web, mobile, and admin all included >
- Unlimited connections in scope >
- Multi-customer or multi-branch setup >
- Single sign-on & advanced security >
- Support · 4-hour response >
- Quarterly roadmap reviews >

Model · 03

Operating Partner

A multi-year operating contract. Ongoing engineering capacity, a dedicated team, and your roadmap on our delivery line.

Monthly retainer

12 / 24 / 36 month terms

FOR LONG-TERM PARTNERSHIP

- Everything in Platform >
- Dedicated cross-functional team >
- Continuous delivery — no re-scoping >
- Embedded product & design >
- Dedicated hosting environment >
- 24/7 support · 1-hour response >
- Quarterly business review >

HOW PRICING WORKS

A written proposal, against a written scope.

01

Discovery Week

Fixed-fee scoping

02

Written Proposal

Phased & itemised

03

Invoice on sign-off

Per phase, not upfront

Every project is scoped, sized, and contracted individually. Start with a Discovery Week — one fixed-price working week — and we'll send a written proposal with phased fees, timeline, and clear sign-off points. No open-ended hourly billing on Module or Platform builds. Existing OPSEN and HRIFY customers receive special pricing across the suite. All fees quoted exclusive of VAT, in South African Rand.

— 09 — NEXT STEPS

From first conversation to working system in one quarter

We work in clear steps, with low commitment. A 60-minute working session is enough to know if we're a fit. The Discovery Week is fixed price, and you can walk away after it. The full build only gets signed once both sides have a written scope and a real design in hand.

Step · 01

Working Session

A 60-minute conversation with a senior team member — not a sales call. We map your work, sketch out what a system could look like, and agree what a Discovery Week would cover if you decide to proceed.

[APPROX. 60 MINUTES

Step · 02

Discovery Week

One working week with the people who run the operation. Workflow audit, tool inventory, written specification, and prioritised feature list. You leave with a fixed-fee proposal and a real timeline. Walk away after this with no further commitment.

[FIXED FEE · 5 WORKING DAYS

Step · 03

Build & Run

Phased build against the Discovery specification. Two-week cycles. Pilot in weeks 6–10. Full switch-over. 30 days of close support. After that, ongoing support at the level you pick. Quarterly roadmap, monthly updates, continuous improvement.

[8 WEEKS → ONGOING

START

Build the system your business actually needs.

Speak to our team to book a working session, ask for reference calls, or scope a Discovery Week. We're picky about the work we take on — and we'd rather tell you early if it isn't a fit.

CONTACT

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