

Frequently Asked Questions

Q: Is Backware secure?

A: Yes, as we explained in the sections on Security and Permissions, Backware is very reliable and safe. This greater system security is the result of one of the main benefits of using an object-oriented approach – data encapsulation. Information is hidden (a class only defines the data it needs to be concerned with) so the code will not be able to accidentally access other program data.

Q: How can I use Backware specifically for my company?

A: The vision for Backware was conceived by Ron Waymire, Director of Research and Development for Trans/Mid-America (TMA), a North American trucking permit licensing service (for more information on how Backware has been implemented for TMA, please see the sheet entitled Trans/Mid-America: A Backware Case Study). He envisioned Backware as an application framework accessible to any company as a way to improve efficiency in management and day-to-day operations.

However, Backware's potential extends well beyond its original intended use. Small businesses, mid-size companies, and large enterprises can all utilize Backware to manage a wide variety of data, ranging from employee contact information (names, addresses, phone numbers, etc.) to office departments and functions (whose properties can be described and managed) to sales processes (orders and invoices), and so much more. Larger-scale applications that deal with Customer Relationship Management and Enterprise Resource Planning also are possible with this system.

Q: Will you come set up Backware for us?

A: Of course! If you refer to our data sheet, you will see that we give you the choice to host your own Backware server or log on to Backware by using our hosted version at another location. If you decide to locally host, we will provide the necessary hardware and configure the server for you. Then, we will install Backware to your specifications, and give your company its own Web address for accessing the software on a browser. For more information on using Phoenix Web Group's hosted server, please see the data sheet.

Q: How is Backware any different from other similar business management systems?

A: Unlike these other systems, Backware can be designed to match a company's business processes rather than defining them. It also has a Web-based interface so you can access it from anywhere, as opposed to many other systems that are restricted to a desktop application, and thus to one computer. But the main thing to remember is that Backware is built around your data so you can essentially design the way the system works for your company instead of the other way around.

Q: Where can I find detailed information on Backware pricing, services, licensing, etc.?

A: You can refer to the data sheet, check out our web site (click on the tab labeled "Backware Media Kit"), or contact us at 402.786.5111.