



## The Build vs. Buy Dilemma

The decision to build or buy a software solution that enhances and streamlines your business processes is a major one. This is especially true when the solution in question needs to meet your food safety compliance, whole chain traceability and supply chain transparency requirements. Your organization faces a dilemma: utilize internal resources to develop and maintain a platform, or partner with an established solution like Trustwell's FoodLogiQ to guide and support your implementation and ongoing processes. Consult our breakdown of what building vs. buying a distinguished software platform designed for the food industry looks like to guide your decision.

### Invest in Trustwell

### Build In-House

#### Cost

Trustwell's competitive implementation and licensing pricing makes your investment cost in FoodLogiQ effective and produces measurable ROI with no hidden costs.

Investment in staff, technology and infrastructure is substantial. Ongoing maintenance, support and innovation results in increased costs over time.

#### Time

Gain immediate access to the Trustwell Connect platform when you align your team and begin the implementation process alongside our expert customer success team. Ongoing support minimizes time spent on maintenance, troubleshooting, and expansion.

Building and maintaining software takes significantly longer than purchasing an established solution. It also leads to frequent, ongoing delays in implementation, execution and issues maintenance.

#### Training

Trustwell's experienced product, engineering, and customer success professionals stay on top of changing industry standards and best practices thanks to continual training. As a result, they are able to deliver exceptional products and services including training and implementation.

Routine training on industry standards, best practices, application usage and product updates is required for staff at development and execution levels. A lack of training and subject matter expertise results in a technically inferior product and challenging user execution.

#### Ongoing Support

The dedicated Trustwell customer success team provides ongoing support to ensure all customer and user needs are readily met. In addition, our development team regularly releases new functionality to continually enhance and improve the Trustwell Connect platform.

Organizations often abandon self-built systems post-development. Unfortunately, this leaves daily users without the ability to consult technical support, make changes and manage 3rd party integrations. This also ties up already-strapped internal IT departments to fulfill support needs.

#### Industry Standards

Trustwell is committed to serving customers throughout the food supply chain. As a result, we follow and support industry standards throughout our organization and the Trustwell Connect platform, including FoodLogiQ products.

In-house development teams often operate and develop software without taking industry and partner standards into account. As a result, long term challenges gradually arise among clients and partners, limiting business opportunities.

