

# Customer Onboarding Application — Tiny Case Study

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Tom is the CTO of XYZ Corp, that deals with building and installation of large energy generation equipment. Most of XYZ Corp customers are municipalities and various governments. There is a need within XYZ Corp to keep track of all customers, contact information, ongoing contracts, etc.

The board decides to build a Customer Onboarding Application, or COA. The user interface will be a series of forms that are filled out, upon the completion of which the customer will be able to place orders. It is intended for this to be done by company employee, while on the phone with the customer.

The lead engineer at XYZ Corp has heard good things about WinForms, a .NET Framework library to build ‘rich client applications for the desktop’. Other engineers on the team are advocating a web-based application.

### Questions:

1. What are pros/cons of going with either approach?
2. What approach would you pick? Why?
3. How would you confirm that your approach is better?