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# Transparency

## FEATURE ARTICLE

Written by: David Stevens, Director of Business Development

### It's a collective endeavor.

*Transparency* has become a buzzword used to describe selective visibility. Although organizations tout their commitment to transparent practices, few are interested in external contributions. While some generate value by providing a glimpse into their operations, transparency requires active participation by both the purveyor and the customer.

Take, for example, the open kitchen concept pioneered by Wolfgang Puck's Spago in 1982. Traditionally, chefs worked behind closed doors, but at Spago, diners could observe the operations of the kitchen from their tables. Although the visibility is appreciated by guests, restaurateurs have no interest in having them participate in the cooking process.

We understand that for our clients to benefit from the software solutions we provide, they need more than observation. They need involvement. This means embracing a level of transparency that allows clients to understand the intricacies of the development lifecycle, ask questions, provide insights, and contribute to the decision-making process.

In the client-vendor relationship, clients are left in ignorance until the final product is delivered. Not at Clientek. Our commitment to transparency relies on collaboration between our expertise and clients' insights. By harnessing this collective intelligence, we build solutions that not only meet, but exceed expectations. We want clients to feel like partners, not just recipients of a finished product.

This approach to transparency is not without its challenges. It requires a commitment from both sides, an investment of time and resources, and a willingness to embrace the collaborative mindset. For first-time clients, it can be difficult to provide access to operations without feeling exposed or at risk. It takes a foundation of trust seldom built in a day.

In custom software development, where every line of code contributes to the realization of a business goal, transparency isn't just a buzzword - it's a strategic imperative. We firmly believe that genuine transparency requires collaboration.

***Success is a joint effort.***

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