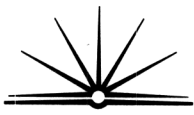a) Custom-designed solutions are very expensive to develop and upkeep on the other hand for a small companie an off the shelf package can often do the trick but might not forfill all the companys needs. Slight modifications allows a package to be modeified to suit a large number of industries.

b).
i. The Technology in the past few years have given users "home" developers the option of shairing their skills with others over the internet. Also the introduct of inexpensive development tools like .NET and VB7 make it affordable and easy to learn and creat.

ii) keeping a project on track in one organisation is hard enuff but tracking

people around the world with varieables like, language, hardware, software (make and version) make this extreamly difficult. clearly set rules on communication, varieables, code, hardware, ect. would need to be firmly set down.