InfoForte Expands Custom Software Development Services for SMEs Facing SaaS Limitations and Rising Software Costs

Software specialist helps established businesses across the UK and Ireland overcome complex operational challenges through bespoke software development, AI integration and intelligent automation.



Belfast, Northern Ireland Nov 10, 2026 (Issuewire.com**)** - Northern Ireland-based technology company InfoForte is expanding its specialist custom software development services for established SMEs across England, Scotland, Northern Ireland and the Republic of Ireland, targeting businesses whose requirements cannot be adequately met by conventional Software-as-a-Service (SaaS) platforms or where the cost of existing software solutions has become commercially difficult to justify.

While SaaS products have transformed how businesses access technology, many growing organisations discover that standard platforms cannot accommodate their increasingly complex operational requirements.

Others find that the cumulative cost of software subscriptions, additional users, premium modules, integrations and multiple disconnected applications makes their existing technology increasingly expensive to operate.

InfoForte offers an alternative: software designed around the business, rather than requiring

the business to adapt to the limitations and pricing structures of standard software.

When SaaS Cannot Solve the Problem — or Becomes Too Expensive

Established businesses often develop unique processes that give them a competitive advantage.

Manufacturers may require specialist production workflows, detailed job costing or complex scheduling. Wholesalers and distributors may need sophisticated customer-specific pricing, international trading functionality and integrations across multiple systems.

Other businesses operate with ageing bespoke software, extensive spreadsheets or disconnected SaaS applications that require employees to duplicate information and manually coordinate essential activities.

For these organisations, purchasing yet another SaaS subscription may add expense without addressing the underlying problem.

InfoForte helps businesses assess whether their requirements are better addressed through bespoke software, integration of existing platforms or an established software product.

Its expanded services include custom business management systems, manufacturing and engineering software, complex workflow automation, bespoke integrations, legacy system replacement and AI-enabled applications.

Making Artificial Intelligence Practical for SMEs

InfoForte also helps businesses explore how artificial intelligence can be integrated into existing systems or incorporated into new bespoke software.

Applications can include intelligent document processing, automated information handling, workflow coordination, data analysis and AI-assisted operational decision-making.

The focus is on practical business value, with appropriate human oversight, rather than introducing AI simply for its own sake.

Real Results from Bespoke Software

One example of InfoForte's work involved a Northern Ireland counselling services business whose manual administration was severely restricting growth.

The company had approximately 20 therapists, with two people struggling to manage referrals, scheduling and administrative coordination.

InfoForte developed a bespoke digital platform to streamline referral management, therapist matching, appointment scheduling, communications and related workflows.

Following implementation, the customer reported a **95% reduction in manual administrative work**.

Administration is now managed by one person working approximately three hours per day, with much of that time devoted to onboarding new therapists.

The business has expanded to more than 50 therapists and continues to grow.

The project demonstrates how purpose-built software can remove operational barriers and enable growth without a corresponding increase in administrative workload.

A Transparent, Collaborative Development Approach

Recognising that commissioning bespoke software is a significant decision, InfoForte follows a structured development process involving an initial consultation, detailed discovery, modular prototyping, Agile software development, customer reviews, testing and implementation support.

The company's paid discovery service produces a detailed software development plan that customers retain and may use to obtain alternative supplier quotations. If they proceed with InfoForte, the discovery fee is deducted from the development price.

InfoForte also provides guidance on potential business grant funding, including signposting relevant opportunities and, where appropriate, offering grant application assistance on a no-win, no-fee basis.

Funding is dependent on individual eligibility and programme conditions and cannot be guaranteed.

Software Should Support Growth, Not Restrict It

Jim McWilliams, Managing Director of InfoForte, said:

“SaaS has been enormously beneficial for businesses, but it isn't the answer to every software requirement.

“We regularly encounter businesses with complex or unusual processes that standard software simply cannot accommodate. Others are paying substantial ongoing subscription fees for multiple systems, yet still rely on spreadsheets and manual administration to fill the gaps.

“At a certain point, business owners start asking whether there's a better way.

“That's where bespoke software becomes an interesting option. Instead of forcing the business to work around the limitations of existing products, we can design software around what the business actually needs.

“In some cases, that means building a complete bespoke system. In others, it means integrating existing software or introducing intelligent automation and AI.

“We're not suggesting that bespoke software is always the right answer or automatically less expensive. Our focus is on helping established SMEs make the right long-term investment for their particular requirements.

“We've seen how the right software can dramatically reduce administrative workloads, improve operational efficiency and remove barriers to growth.

“Our expanded services will help more businesses across the UK and Ireland access that expertise.”

About InfoForte

InfoForte is a Northern Ireland-based technology solutions provider and consultancy specialising in custom software development, AI integration, business process automation and digital transformation.

The company helps established businesses overcome complex software requirements, modernise ageing systems, integrate technologies and improve operational efficiency.

Alongside its bespoke software services, InfoForte develops proprietary SaaS products including OmniflowFLUX, OmniflowPOS and LYXITY.

Businesses can learn more or arrange an initial consultation at **www.infoforte.co.uk**.

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