

NETACODE, Inc

Project Title: ECNHOST UX/UI Design

22/09/2021

1. Client Contact Details

XXXXXXXXXX

2. Time frame

Approximate 3 months with HTML CSS code

3. Project Outline

[Please answer the following questions to the best of your ability]

About your company

✓ Why was the company set up? What was the drive behind it?

- Since 2019 ECNHOST LLC, Registered in Delaware, to provide fully managed reliable, scalable, and secure vps hosting solutions for individuals and businesses of all sizes . We pride ourselves on solid network reliability and responsive 24/7 customer service. Our cost-effective web hosting is suitable for establishing a Web presence or a website that requires the deployment and maintenance of fully integrated e-business solutions.

Our Vision:

Our vision is simple and one that combines creativity with the latest research and development in the tech world. We are a very customer-oriented company, putting our customers first and always focusing on gaining and deserving the trust of every single one of our customers. So, we listen to our customers, stay at the cutting edge of the latest trends in tech research, and constantly develop better web hosting products and services which enable us to fulfill this vision better and better every day.

Our Mission

To provide trouble-free, customer-focused, reliable, and affordable web hosting services. WE simply want to continue to operate a profitable web hosting company that makes customers happy. Since the beginning, we have backed our rock solid hosting solutions and top-notch infrastructure with the best customer service and technical support. A common feeling about the technology field is it's all about machines, yes, It does take machines but, Host Pair also knows it takes good people to run a well-oiled machine. Yes, a successful business needs to be committed to client solutions, innovation, creativity, and a warm, caring attitude to all of our customers' business needs. We don't just provide 24x7 support. We really do listen and care.

-

✓ How is the way you work different from another company that might offer similar services? Specify your unique approach to different tasks here.

- As a web hosting company there might be similar services compare to the other companies , but our user interface for managing services is very simple to use, providing a dedicated customer service manager

for each user, very competitive (economical) pricing with ensuring best quality & as a managed service provider we will perform everything (i.e server security , installations, Administration, guide etc) for clients requirements .

✓ Who is the target audience of the website?

- Small Business/Company that requires managed server solutions , eCommerce, Freelancers, Affiliate Marketers, Brokerage company, Traders etc.

Benefits:

✓ What is the single most important benefit that will appeal to your target audience? Why will your service/product appeal to them?

- The biggest advantage of our audience is that - they can start with our services without any technical knowledge , as we will provide full support for them.
- - Very Economical (We can beat any of our competitors) with ensuring quality service
 - Multi-Carrier Route Optimized Network
 - Proactive monitoring and resolution
 - Exceptional performance and reliability
 - Best customer retention rate
 - 24 hours Live Support by responsible and reliable Staff.

✓ How well do you understand your target audience's pain points?

- - Live Chat & Ticket Review system
 - Asking them over the phone.
 - Listening to them carefully.
 - Web Reviews
 - Comment Sections
 - Keyword Research

✓ What services do you provide? How is your target audience likely to benefit from it?

- Our main services are-
 - Managed AWS/Alibaba/Google cloud services.
 - Multi Locations Managed KVM/XEN/VMWare/Hyper V VPS Solutions.
 - Domain & cPanel Hostings with reseller access.
 - Managed Dedicated Server & VPS for Forex Brokerage Company & traders.
 - Domain Registration & SSL Certificates
 - Linux & Windows RDP solutions with dedicated IP.
- Benefits-
 - Our team is available 24/7/365 for your assistance.
 - We also have FAQs and Knowledgebase to help our customers learn more about our services.
 - Our state-of-art-infrastructure highly focuses on reliability and security.
- We give you a 30-day money back guarantee, incase clients are not happy with our service.

- Our hosting packages are scalable- clients can upgrade/downgrade as per their needs. No hidden prices.

- ✓ Brand proposition: A single statement that succinctly defines your product/service
- Fast , Secure & Reliable

Why would you like a new website?

[Please identify your goals in this section]

- ✓ What do you need a website for: traffic, sales, response rates, leads generated, online authority?
- Sales

4. Your Current Website

What is good about your existing website?	Faster Loading & Simplicity , 3d Icons
What don't you like about your existing website?	No Uniqueness
How is your website performing for your objective? (Traffic/ Sales / Response rates/ Leads generated/Reputation):	Sales

5. Website architecture

Do you have a site map? If yes, please provide us with the site map.	Not required https://prnt.sc/1tkguw3
If not, what is the number of pages you have in mind for your new site:	10 (https://prnt.sc/1tkguw3)
Please list out Page Titles with Section names:	https://docs.google.com/spreadsheets/d/1KBNply62nkUxRY4OZS7a3XqFs0WZw9PIBekJE16GwvE/edit?usp=sharing

6. What website tone of design would you prefer?

- ☐ Humble
- ☐ Helpful
- ☐ Prestigious
- ☒ Simple/Clean Slick
- ☐ Approachable
- ☐ High-tech
- ☐ Corporate
- ☐ Modern
- ☐ Authoritative
- ☐ Funky
- ☐ Caring
- ☐ Natural/Organic
- ☐ Credible/Expert
- ☐ Playful
- ☐ Elegant
- ☐ Sophisticated
- ☒ Fresh
- ☐ Helpful
- [Other words?]

☒ If you have the content of the website is ready please share

- <http://example.ecnhost.com/>

7. Design Taste

☒ Please share some design references (website, dribble shot etc) that you like

- <https://app.ecnhost.com/> (For matching with billing website), <https://www.scalahosting.com/>,
<https://www.cloudways.com/en/>, <https://www.milesweb.com/>

☒ Do you prefer custom illustrations and icons on your website? If yes please share some references that you like.

- N/A

☒ Please share your logo and brand colour preferences

- <https://drive.google.com/drive/folders/1OonJDhIvf9dm17fAAkMRGX6d0fsUFtsR?usp=sharing>
- Green , Black , Blue

8. Competition and Niche

List your competitors' websites and other important websites in your market/niche?

<https://www.linode.com/>, <https://wiplon.com/>
<https://www.eukhost.com/>, <https://www.vultr.com/>

What are they doing well?	Offers a Variety of services, Advanced Technology, Company long term experience
What are they doing poorly?	Expensive, No dedicated Customer Support Manager, Required technical Knowledge to manage.

9. Any Other Comments?

n/a

Project OutPut Link:

<https://www.figma.com/file/2a5DgOobDkCNxjsTPLruTR/ECNHOST?node-id=543%3A12>