Web & App Development Agency - Client Process & Operations Manual

1. Client Onboarding

- Gather client details (name, email, company).

- Understand business goals and the target platform (Web, Mobile, or Console).

- Schedule a discovery call to clarify vision and scope.

2. Requirement Gathering

- Define project type (Website, Web App, Mobile App, Console App).

- Identify required features, modules, and screens/pages.

- Determine platform(s): Web, Android, iOS, PlayStation, Xbox, etc.

- Collect assets (logos, images, content, reference apps/sites).

- Deliverable: Signed Requirement Specification Document.

3. Technology Stack Confirmation

- Web: HTML/CSS, JS, React, Node.js, PHP, WordPress, etc.

- App: Native (Kotlin, Swift), Cross-platform (Flutter, React Native), Game Engines (Unity, Unreal).

- Backend/API: Node.js, Firebase, Python, PHP.

4. Proposal & Quotation

- Scope of work, deliverables, timeline with milestones.

- Platform-specific requirements and effort estimate.

- Payment terms, hosting charges, support policy.

- Deployment/store submission charges if applicable.

5. Payment Terms

- 30% advance payment.

- 30-40% after mid-development or UI/API phase.

- 30-40% on project delivery before deployment.

6. Design & Development Process

- Web: Wireframes, UI mockups, responsive layouts.

- App: UI/UX designs using Figma/XD, user flow diagrams.

- Development in sprints with version control and weekly updates.

7. Testing & Quality Assurance

- Web: Cross-browser, responsive testing.

- App: Device testing (phones, tablets, consoles), OS version support.

- Use of QA tools for bug tracking and issue resolution.

8. Hosting & Deployment

- Web: Hosting & domain setup or client-provided credentials.

- App: Play Store/App Store/Console submission.

- Store listing, credentials, compliance testing.

9. Support & Maintenance

- 30 days of free post-launch bug-fix support.

- Paid support plans or hourly maintenance after that.

10. Future Changes or New Requirements

- New features/changes are scoped and quoted separately.

- Not covered in original contract.

11. Legal & Administrative

- NDA (if needed), contract, IP clauses, invoices, deployment approval.