FAQ (2025-26)

🏆 COMPANY & CREDIBILITY

1. Who is Troika Tech and why are you considered premium?

Troika Tech is one of India's most respected digital transformation firms, with over 13 years of experience serving top-tier **corporates, political figures, institutions, events, exhibitions, celebrities, and international clients**. We deliver high-impact, AI-powered WordPress solutions, with a reputation for precision, speed, and quality. Our projects begin at ₹1,00,000 and are tailored only for those who expect **nothing less than excellence**.

2. What kind of clients do you work with?

We specialize in servicing:

- Established companies scaling operations
- Government or political campaigns
- High-traffic brands
- Industry leaders seeking brand elevation
- MSME's
- StartUps
- Local Business & Brands

We do not cater to low-ticket or static website requests. Our solutions are custom, scalable, and business-focused.

💳 PAYMENTS, BILLING & TERMS

3. What are your payment terms?

Troika Tech operates strictly on a **100% advance payment basis**. This ensures clarity, accountability, and speed in execution. Invoices are GST-compliant and eligible for input tax credit. Projects begin only after full payment is received.

4. Why do you take 100% advance payment?

Our team delivers enterprise-grade quality with unmatched turnaround times. We assign top-tier experts from day one and commit significant internal resources. The 100% advance payment secures project bandwidth, avoids delays, and ensures uninterrupted execution.

5. Is my payment refundable if I cancel the project midway?

As per our company policy and terms shared in writing, **all payments are non-refundable**. Please commit only after full clarity and project alignment.

📑 PROJECT DELIVERABLES & PROCESS

6. What exactly is included in your WordPress Website Development plan?

Our plan includes:

- **AI-enhanced custom design**

- Mobile-first layouts

- Speed-optimized development

- SEO-ready architecture

- WhatsApp automation tools

- One year of premium hosting + maintenance

7. What is the average delivery time for a project?

Typically between **3 to 5 weeks**, depending on complexity. However, urgent projects can be expedited with pre-approved timelines of as less as 4 hours. We maintain strict SOPs to ensure milestone-based progress.

8. Can I request revisions?

Yes. We offer 1 major and 3 minor revisions during the development phase. Post-launch changes are covered under the **1-year support contract** (excluding design overhauls or new functionalities).

🛠️ AI FEATURES & FUTURE-PROOFING

9. What AI features do I get in your Enterprise Website Plan?

- AI SEO Optimization (Titles, Meta, Keywords)

- AI Content Suggestions

- AI Image Enhancement & Tagging

- Chatbots(As Per Plans)

- Smart internal linking

- Real-time visitor insights

These tools can significantly improve your **visibility, lead generation, and operational efficiency**.

10. Why is AI important for my business now?

AI isn't the future — **AI is now**. Businesses that implement AI enjoy:

- **Better conversions with High ROI**

- **Higher Google rankings**

- **Improved customer experience with Brand Reputation**

- **Lower support costs with Intelligence.**

Troika Tech enables businesses to experience this AI transformation at **affordable rates**, with **no learning curve** required from your team.

🤝 PROJECT START-UP & ONBOARDING

11. What happens after I make the payment?

You'll receive:

- A formal welcome email
- Live Website Demo Link
- A brief questionnaire to understand your business
- Kickoff call scheduling within 24 hours

Work starts immediately after onboarding completion.

12. Do I need to be technically involved in the website development process?

Not at all. We offer **full project management** with weekly updates. You only need to review and approve key stages (design, content, go-live).

🔧 SUPPORT, MAINTENANCE & RESPONSIVENESS

13. What kind of support is included post-launch?

You receive **1 full year of free support and maintenance**, including:

- Plugin & theme updates
- Security patches
- Speed tuning
- Hosting support
- Uptime monitoring

Any new development (feature additions or UI changes) is billed separately.

14. How responsive is your support team?

We take pride in being **India's fastest WordPress support system**. Most cases/requests are resolved within 1–6 hours. Critical issues are escalated instantly.

15. Tell me more about Yearly Renewal Fees and Annual Maintenance?

Yearly Domain and Hosting Fees will be applicable and we will remind you 90 Days in advance .

After the initial **1-year of free support and maintenance**, an **annual renewal fee of 10% of the total project value** is applicable.

This covers:

- Continued access to **premium plugin licenses**
- **Security updates**, malware scans & server patching
- **Speed tuning** for performance consistency

- **Ongoing technical support** & troubleshooting

- **Minor SEO adjustments** to keep your site Google-compliant

- Monitoring uptime, backups & plugin/theme compatibility

This ensures that your website remains **secure, fast, SEO-optimized, and future-ready**, without requiring a complete redevelopment every year.

💡 *Example*: For a project valued at ₹1,00,000, your yearly renewal will be ₹10,000 + GST.

🚫 BOUNDARIES & POLICIES

16. What is the minimum project value you accept?

We accept **only projects with a starting value of ₹1,00,000 + GST**. This ensures dedicated time, resources, and senior-level attention on every project and the project value can go upto **₹10,00,000 + GST.**

17. Do you provide any cheap or pre-designed templates?

No. We do **not deal in budget websites or static html websites**. Every project is uniquely designed with strategy, brand identity, and ROI in focus.

📄 LEGAL & DOCUMENTATION

18. Do you provide an official contract or project agreement?

Yes. You will receive the Project Terms and Conditions and GST Invoice before we begin the work. This outlines scope, terms and support.

19. Will I own the website completely after it's delivered?

Yes. You will have **full ownership** of your website, hosting, and domain — along with credentials, backups, and a training handover.

🌐 REPUTATION, TRUST & IMPACT

20. What makes Troika Tech different from other website developers?

We are:

- One of India's **Top-Ranked AI Web Agencies**

- Creators of **Over 5000 Premium Sites**

- Trusted by **Politicians, Fortune 500 Firms, and Unicorn Startups**

- Backed by **SOPs, Timelines, Reporting, and Support SLAs**

- Focused on **AI, Speed, and Conversion-Driven Design**

21. How can I trust that you'll deliver what you promise?

Our clients are India's Top Startups, MNC's, Political Parties. Also Google reviews, portfolio, and track record speak volumes. We don't over-promise. We **over-deliver** — and that's why brands trust us with their **most important digital assets**.

🚀 Ready to Begin?

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