

visionsharp.

Design. Develop. Deliver

Bailiwick Express – service options.

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Support services.

At Visionsharp we believe in forming strong working relationships and our support services are key to this. We believe offering reliable and affordable support services to our clients is vital. Below, details in regards to our support package can be found.

Monthly retaining support.

This service works on a monthly retainer. For example, we can be contracted to two days a month (16 hours) and these hours can be used as the client wishes. The advantage of the retaining service is that the changes requested by the client are prioritised as the client is a retaining support client.

We have our own support ticketing platform which our support clients are given access to. This allow the client to submit any tickets for:

1. New features
2. Fixes and bugs
3. Urgent requirements
4. General questions

Each ticket can be given a priority status by the client. One of our developers picks up the ticket and is assigned to the ticket. We believe also our developers to communicate with the support clients is pivotal.

The support service is overseen by Jon, our project and client manager to ensure everything is running smoothly.

Any changes that are requested will be given an approximate timeframe (hours needed) before commencing the ensure the client is happy to spent the hours on the request.

Our day rate is £480 + VAT

Conversion rate optimisation (CRO).

This is one of our favourite services and a service which our current clients are seeing great value out of.

Our CRO service is geared towards improving the user experience and user interface (UX and UI) of the website. The ultimate aim is to improve the site for the users, increase conversions and improve the bounce rate of visitors. For example, let's say the current pages per session is 2.2, we would aim to increase this to 4 pages per session, this would result in the session time of each user increases, ultimately providing an improved user experience and more revenue generated from the website.

We feel through being pro-active with data driven ideas, it is a very effective way of improving websites as a whole and the data backs up the changes that are made.

We do offer this as a stand-alone service in usual cases but we feel this would tie in nicely with the support contract explained above for Bailiwick Express. A minimum of two days would be

required to include this to allow enough hours for the service to be of value and to be effective.

Project based service.

If larger developments are required, such as a completely new section of the website or a sub website, we would quote for this separately outside of the support contract. We base our quote on time needed, this is the fairest way in our view. We also give a timeframe on completion.

Again, Projects are managed by Jon and our developers are assigned to the specific project

Next steps.

We feel we would be a very good fit for Bailiwick Express with our team's experience in Concrete5 development and also our design and CRO experience. We are very pro-active which seems to be a good fit for the discussed requirements and we are also fair / honest with our service.

If you have any questions, contact Jon via email (jonathan@visionsharp.co.uk) or call on 0161 697 3096

