A close up of a map

Description automatically generated

interview stakeholders, customers and discuss internally with team members to determine the most crucial assignments needed and prioritize them accordingly

make videos as training material to provide to customer. on-site training upon request.

provide different channels in bug reporting, including email for less critical bugs, minor performance issues; phone call for urgent bug fix; on-site diagnosis etc.

use Jira to track issues for bug fixes as well as continuous improvment plan.

master branch for core structures/features;

each customer has a dedicated branch to fulfill their specific requirements;

adhoc feature-development branch for new feature development to be merged to master and/or customer branch;

db scripts to be kept together with each branch.