HOW WE WILL MANAGE YOUR PROJECTS TO DELIVER GREAT RESULTS

Dear Client

We look forward very much to working with you to deliver your project. Before we start, we would like to outline some key thoughts which will help make this project a great success for you. Please do take the time to read this.

Our promise to you

If we follow these procedures we will provide a service which both you and we will be proud of, at a cost that you have agreed that you're happy with.

What we ask of you in return

We ask that you read this document and highlight anything which you may have a problem with. We then ask that you follow these project processes and try to adhere to the timetable agreed at the start. Thank you!

How we work

In order that we can ensure that your project is completed efficiently, to agreed costs and that your objectives are met we need to follow important project processes. Our objective is to ensure that you know exactly what you are signing up for at the start of the project and that there are no surprises at the end, in terms of cost, design or function. We estimate the costs for a project based upon the time we will need to work on it. This means we need to manage expectations and control the hours taken on the project. The simple rule is that if it takes longer to deliver what we said we would take to deliver then that's our bad luck! However, if there are new functions, features, or additional design change stages requested by you then there will be additional costs.

Project Co-ordinator

You will be allocated a Project Co-ordinator for your project. This person will be the main contact for you during the project. Of course you will also communicate with our designers, our development team and your Marketing and Sales Consultant.

The project proposal

You will have been provided with an outline proposal document which will outline what will be delivered for the cost. Note, that the project specification will not be able to deviate from this proposal in any major way without incurring additional cost. (A 12 page brochure will cost more to design than an 8 page brochure; a website with 3 unique registration forms will take longer to develop than a website with one form).

Project timetable

We will be scheduling your project workload to make sure that we meet your project deadlines. You should receive an outline timetable for your project which will show the key milestones and approval stages the project will require. It is important that we stick to the agreed timetable because if we miss a production slot with our design or development teams it may be a couple of days before we can reassign and reschedule your work. It's therefore very important to make sure that you can commit to the timetable for providing content in terms of words, pictures, logos and of course approval signatures. We will not mind rescheduling work but we want to ensure that your own deadlines are met.

Confirmation to proceed

You will be asked to sign a confirmation to proceed document which confirms that you are happy with the Proposal and want to commit to the project and the full costs involved.

Invoicing

We are totally committed to the success of your project. We ask for some financial commitment from you as well to cover the initial stages of our work. To that end we usually require payment of 50% of the project prior to commencement and 50% at the completion of the project.

MBL Solutions
Inspired Retail and Hospitality