

DISCOVER  
YOUR  
POTENTIAL



# EXCEPTIONAL SERVICE & SUPPORT

Websites and the business marketplace constantly evolve. To stay ahead of your competition you need a reliable website development company to support and ensure that your most valuable marketing tool maintains its effectiveness.

DISCOVER ME PROVIDE RELIABLE,  
PROACTIVE AND CUSTOMER  
FOCUSSED SUPPORT TO ALL  
OUR LOYAL CUSTOMERS

## OUR PHILOSOPHY >

Discover Me have a strong customer focussed philosophy based around providing exceptional service to our clients during the project and beyond. The aim of our philosophy is to build and maintain strong and trusting business relationships with our clients. Our philosophy is reflected in our exceptional and friendly customer service, customer orientated project management systems and a full range of ongoing support services.

We ensure that our clients will receive a quality end product and have an enjoyable and timely experience. We focus on the creation of value for our clients by customising services to meet the unique nature of our client's business.

## CUSTOMISED SOLUTIONS FOR YOUR UNIQUE REQUIREMENTS >

Every client is different – we are yet to find two clients with exactly the same requirements! For this reason, we don't have 'one size fits all' product, it simply does not work for websites. There is always at least one unique requirement for every business.... its called a competitive advantage!

From our first meeting we will analyse your requirements and provide a comprehensive appraisal outlining our approach to building you a great website customised to your needs. We can provide a brilliant customised solution and keep the costs down through a rigid project methodology and leading edge software which allows us to build websites very efficiently whilst maintaining unlimited creativity.



We provide flexible payment terms on request including interest free terms to help your cash flow.

# 4

ESSENTIALS  
OF SUCCESSFUL  
WEBSITE  
DEVELOPMENT

- 1 GREAT DESIGN
- 2 LEADING-EDGE TECHNOLOGY
- 3 ADVANCED SEO
- 4 EXCEPTIONAL SERVICE & SUPPORT

# QUALITY DRIVEN PROJECT MANAGEMENT METHODOLOGY



During the project we ensure everything runs smoothly with a professional, rigorous and quality driven website development process.

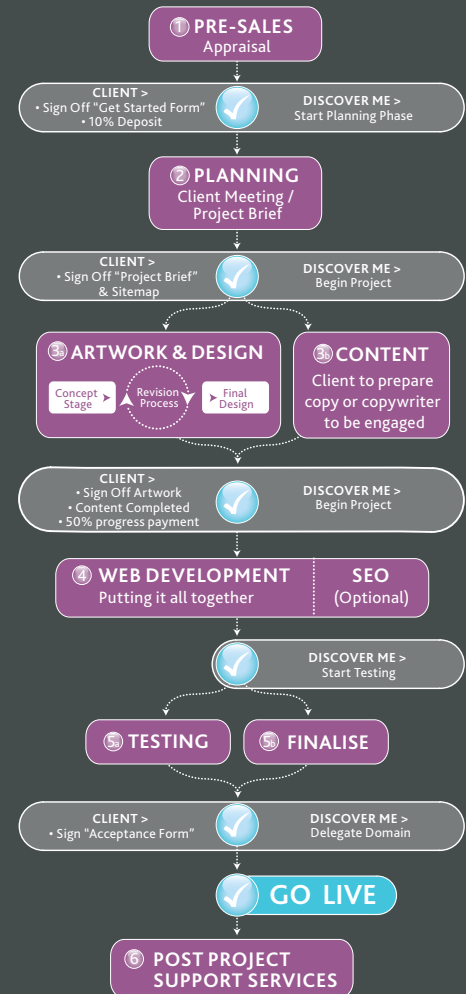
To help keep communication lines open we provide you with regular status reports and access into our online Project Management Portal – here you can see how your project is tracking in real time.

**Project Details**

Client: Discover Me  
Project Number: DMG1000  
Project Manager: Susan Day  
Project Category: Current Projects  
Project Priority: 3 - Medium

Project Tasks - Add

Task Name	Est.	Hours	Start On	End On	Time
DMG1000 - Deposit Paid	0	3			0.00
DMG1000 - PLANNING PHASE					
DMG1000 - Project Initiation meeting	1.1	3			2.00
DMG1000 - Project Brief Presentation	1.2	3			2.00
DMG1000 - Project Brief sign off	1.3	3			2.00
DMG1000 - Content Provided	2	3			0.00
DMG1000 - SEO PREPARATION	3	3			0.00
DMG1000 - Keywords provided	3.1	3			0.00



# ONGOING SUPPORT SERVICES TO KEEP YOUR WEBSITE TICKING



Website development is not just about producing a website. A website is a living organism that needs to be constantly cared for. The internet and the technology behind it and your business changes constantly so websites, if they are not cared for, will eventually become out-dated, tired and unusable. To prevent this happening prematurely and to maximise the life cycle of your website we offer all our clients a Customer Support Package which includes:

## CUSTOMER SUPPORT PACKAGE

- Website hosting designed to meet your requirements
- A complementary maintenance account for any website layout changes you need
- Reliable website support
- Comprehensive website statistics
- Software upgrades to ensure your website software keeps up with the current technology and doesn't become redundant.
- A quarterly website audit to make sure your website is ticking along properly
- A free quarterly newsletter and alerts to keep you up to date with new developments in the industry

# OTHER SUPPORT SERVICES



As part of our commitment to providing full customer service and meeting all your needs we also offer domain name registration, SEO tracking and graphic design services.