



SERVICE AND PROCESS

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OUR COMMITMENT TO YOU 4

Our quotation is firm

Your investment is secure

We will fulfil your requirements and expectations

We will communicate all the way

YOUR COMMITMENT TO US 4

You must give the project high priority

Key project meetings must be attended by decision makers
who are crucial to approvals

We ask that you take our phone calls in person

You must pay your accounts on time

You will inform us if anything is not to your satisfaction

You agree to refer other business decision makers to us

WHY CHOOSE LOUD MOUNTAIN

Loud Mountain based in Victoria, Australia offers a reliable, high level service. Let us improve an existing online interface or create your online presence from start to finish. You benefit from over ten years experience and a result utilising streamlined, up to date methods. We take pride in a job completed on time, within budget.

LOUD MOUNTAIN SERVICE AND PROCESS

When undertaking a project, we divide the project into eight key phases to ensure the right design solution, succinct navigation and quality are achieved.

PROJECT PROCESS IN BRIEF

Some steps require signed approval before continuing and some completely omitted according to each individual project.

1. Requirements identified: resources (see Consulting Process), competitors, market, tasks
2. Existing assets collected and linked projects identified (see Stage 2 Service and Process)
3. Mapping and navigation. This may include a project plan graphic.
4. Concept development. Design and technical process presented utilising collected assets. Design signoff.
5. Graphics and programming integration
6. Test release
7. Project end date defined by live release.
8. Post evaluation and further marketing if needed

PROJECT PROCESS IN FULL

Stage 1. Initial brief and consulting process

Consulting process

Your project starts with a brief detailing your objectives, desired outcomes, available resources, audience demographics, perhaps initial ideas about concept, a timeline and budget guideline.

Following the brief we prepare a proposal including recommendations and a quotation. In it we detail:

- Our understanding of your requirements
- Concept, theme, approach and style
- Technology to be utilised
- Recommendations/options to enhance the effectiveness of the communication, delivery across diverse media etc.
- Production process
- Deliverables
- Schedule and Critical Timeline
- Budget and Quotation

Stage 2. Collection of information/content

During this stage we collect all the information that will be incorporated into the project, such as logos, photographs, text, and any existing graphics, illustrations, corporate colours etc.

Stage 3. Mapping/navigation and concept development

We present a site map of the project which diagrammatically outlines content. This is also where we determine how and where database elements may be incorporated.

Stage 4. Presentation of interface design/concept

Having collected the content and mapped out a structure for the project, we have the basis for a design concept. We design and develop a user interface which incorporates the logo, branding and integrates a theme. The interface is presented to the client for feedback, refinement and sign off.

Stage 5. Graphics and programming integration.

At this stage we present the various elements of the product. This is where the majority of the work is completed and is the longest phase of the production process. Throughout this stage if necessary we present to the client completed segments and discuss the project's on-going progress.

Stage 6. Submission of test site

After interface and programming are completed and the client has made final changes, we release a test version of the site on a live test server. After testing, this is presented to the client. This allows

time to determine if there are any conflicts in programming and performance on the designated platform(s) or browsers.

Stage 7. Release of live site

After we have confirmed smooth program operation, a final release version is activated on the live server. If applicable print and marketing, statistics requirements are also concluded if needed.

Stage 8. Post evaluation

We believe that all projects require a post evaluation not only to assess possible improvement, but to also establish a positive long-term relationship.

OUR COMMITMENT TO YOU

We want you to enjoy doing business with us!

Our quotation is firm

Unless you vary your requirements, there will be no variation to the quotation.

In the event you do vary requirements we will again provide a firm quotation and seek approvals before undertaking additional work.

Your investment is secure

We tie the key stages of your project to our progressive payments, so that you have every opportunity to vet and approve our progress before further development continues.

We will fulfil your requirements and expectations

You'll get our utmost attention. Your project will be concluded to the exact requirements set out in the project agreement/proposal. If there are any technical errors or omissions on our part, they will be corrected at our expense.

We will communicate all the way

We recognise that your new project is vitally important to you. We will be in contact with you throughout the process so you are fully informed and have ample opportunity to shape outcomes.

YOUR COMMITMENT TO US

We want to enjoy doing business with you!

You must give the project high priority

Once you've made the decision to proceed we ask that you make the internal adjustments necessary to ensure that any required information/materials are sourced and supplied. You must become our champion within your organisation to make sure we receive what we need, so you get what you want.

Key project meetings must be attended by decision makers who are crucial to approvals

Every key stage of development needs your approval to proceed. If others within your organisation are crucial to final decisions they must be prepared to give their time where feedback and approvals are needed to progress to final delivery.

We ask that you take our phone calls in person

We value your time just as you do ours. If you can't take our call, you agree to call back the same day, even if it's just to set up a better time to talk.

You must pay your accounts on time

As per the agreed terms of trading.

You will inform us if anything is not to your satisfaction

By telling us if something is amiss, you give us the opportunity to set things right.

You agree to refer other business decision makers to us

Nothing beats word of mouth recommendation. You'll be pleased with the results we deliver and your experience of doing business with us, so you'll be happy to tell others. Most importantly, by spreading the word you'll ensure that we're there when you next need us.