



High Level Delivery Plan & Timing

Phase 1: KICK OFF (1-2 weeks)

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| Onboarding | Discovery call to discuss client requirements including site functionality, integrations, best practice site architecture, design direction and existing issues. The Shazamme process, next steps and an achievable estimated delivery date is discussed and agreed on |
| Project Details | Shazamme project brief is sent to the client for completion. This provides Shazamme with a single source of essential information for the build. Information requested includes job integration and 3rd party link out requirements, email addresses, brand items such as fonts and colours. The Project Manager includes draft timings and a meeting schedule when it is sent over |
| Asset Collection | All collateral is required before a build starts. This includes brand guidelines, any imagery, content and 3rd party integration details |

Phase 2: BUILD (2-4 weeks)

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| Desktop built | Desktop build is completed. This includes the end to end design, as well as the imagery and content provided to date |
| 3rd party integrations set up | Integrations relating to jobs, reviews and automations are set up and configured |
| Client desktop review | An agreed time period for the client to review the desktop site, and provide feedback to the Shazamme team |
| Mobile and Tablet styled | Shazamme team completes site styling and adaptations for small devices. |

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| Client small devices review | An agreed time period for the client to review the mobile site, and provide feedback to the Shazamme team |
| Changes applied | Shazamme carry out any agreed amendments to the desktop, mobile and tablet sites |

Phase 3: QA (1 -4 days)

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| Shazamme testing | Internal tests and QA take place for the front and back ends of the site. This includes all integration related testing, site emails and a full site design review for consistency and formatting |
| Client checks | Client provided with a checklist to complete. This provides peace of mind that all deliverables have been met and the site is fully functional |

Phase 4: GO LIVE (1 day)

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| Domain switched over | Client is provided with instructions to put the site live via the domain provider. |
| Security Checks | Shazamme confirms the site SSL (security certificate) is in place once the site is live |
| Live Site Checks | Shazamme checks all key site functionality on live site |

Phase 5: POST GO LIVE (up to 2 weeks)

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| Post live activities | Any final updates or required fixes are done. After 2 weeks the project moves to the Shazamme support team |
| Ongoing support | Shazamme continues to provide support via live chat and a ticketing system |

AVERAGE BUILD TIMES: 2 - 8 weeks elapsed time

(dependent on site size, requirements, client and asset readiness and availability - duration can be longer if these are not ready/available)