On-boarding your website

Phase 1. Audit

3chillies will carry out a detailed audit of your current system, including:

- An analysis of the solution at a code level
- A review of any system documentation
- Where possible, an analysis of recent support history and performance issues

At the end of this phase, we will provide a summary report of our findings.

Phase 2. Adapt

If agreed with the client, 3chillies will modify the current website/solution to repair any items discovered during the audit (Phase 1). This ensures better system performance and/or streamlined support.

For example:
We may advise fixing bugs that are resulting in regular support tickets, or rectify a common performance bottleneck.

These fixes are catalogued during the audit phase and are individually priced. In rare cases, we have identified issues that we consider as critical fixes.

Phase 3. On-board

Once the system has been fully reviewed (Phase 1. Audit) and any critical remedial action has been carried out (Phase 2. Adapt), we on-board the client for on-going support.

This phase generally starts in parallel with the Adapt phase. In this phase, 3chillies work with the client to identify all key staff, and create helpdesk logins for them.

We also create outline support documents within our support system, covering all information needed to effectively support the client. This documentation is not of the 'write once then forget' variety, rather it is the beginnings of a support 'knowledge base' that will be updated regularly throughout the duration of support. This phase may also involve the installation and configuration of additional monitoring systems, if deemed appropriate by all.

Phase 4. Support

Please refer to the 3chillies "Support Overview" document for more information on our support services. If you do not have a copy of the document please email info@3chillies.co.uk.