 Rockware Interactive Technologies

Custom Web Development & Programming

Atlanta Office: (678) 368–7544

<https://RockwareIT.com>

<http://help.RockwareIT.com>

<http://clients.RockwareIT.com>

[Support@RockwareIT.com](mailto:Support@RockwareIT.com)

**Rockware Project Reference Guide**

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Presented by:

Nicole Edwards, Chief Executive Officer

**Introduction**

This is a welcome packet we like to put together for our clients and prospective clients, which is a quick reference to all the information you’ll need to understand our process, how we work, what we can do for your company and everything you’ll need through-out the life of your project once we get started. This document will contain the following information:

* Basic background info about Rockware & what we can do for your business
* A concise & clear break down of our workflow, policies & company procedures
* What you can expect during your project with Rockware IT
* Support & Contact Information for Rockware IT, along with a Client ID/Password

**About Rockware Interactive Technologies**

With over a decade of experience in the IT industry, Rockware can do it all, from conceptualizing custom software, and developing a set of professional technical requirements, to building the website your company needs to integrate that software, and even to designing your logo, in addition to creating all the graphics involved. Dealing with one company, one hire and one price, rather than three or four different high-priced specialists, saves you money and time, while still providing you with top quality work.

As founder and CEO of Rockware, I personally would like to both thank you for the opportunity to serve you and your business, as well as guarantee that all services we perform will be completed with the utmost care, attention to detail and dedication. If for any reason, you are ever dissatisfied – or if you have any questions at all, **always** feel free to contact us. We have a strong policy at Rockware, that the key to our success, to the project’s success and ultimately, your success, is **Immaculate Communication**.

Our goal for your business, for you, is to create an entire Online Experience; We don’t just create an awesome website for your company – we build an amazing, unique and inviting Online Experience for your customers, creating an atmosphere of client focus and satisfaction. We create sincerity in each tiny detail of your visitor’s Online Experience, and your customers will always both recognize and deeply appreciate, true sincerity. Let us develop an inviting, unique experience for your customers and visitors – and we guarantee you’ll see results right away.

Don’t take our word for it, have a look at what our clients are saying and browse through our portfolio to get an idea of what Rockware can do for you, your company and your bottom line.

Please browse our portfolio on our website: <https://rockwareit.com/web-design-portfolio/> or on Behance, <https://www.behance.net/RockwareIT>.

**Qualifications & Background**

As founder & CEO of Rockware IT, I have been developing and building websites for many years, and have an excellent skill set in HTML/CSS as well, therefore any framework, whether it be Drupal, Joomla!, Word Press, or an HTML/CSS website built from the ground up, we are more than capable of completing the job - and completing it right, the first time. Our team is proficient in Perl, PHP, MySQL, CSS, HTML, Javascript and Linux Administration, and has several years of experience in developing CMS based themes, plugins and custom templates as well.

We have an extensive local network here at Rockware, and our first step is to always create a test site to develop on, which you can see live and fully functional, to approve before any changes are made to your production site or uploaded to your system. We have extensive experience utilizing sftp, database administration (SQL queries, replacements, bulk updating, etc.) and development on local servers within our workflow. We also take care to initiate a discovery phase and prepare a proper set of requirements before beginning any development.

At Rockware, we operate in a careful, professional and detail-oriented manner, allowing us to not only complete the project beyond any and all expectations, but to complete it correctly, the first time, without making neglectful mistakes. In addition, we take care to manage a collaboration between you and our team, making sure there are no surprises at project completion, as you will be aware of all progress from start to finish, so any and all desired changes/modifications can be handled efficiently, professionally and in a way which never compromises the completion date.

**Services Offered**

We offer a diverse list of services and specialties including (but not limited to):

* Web Development
* Custom Web Programming
* Word Press Development
* Word Press Database Maintenance
* Custom Word Press Themes & Plug Ins
* Graphic Design
* Website Maintenance
* Content Management
* Web Scraping
* Perl Development
* Systems Administration
* Technical Tutorials
* Technical Writing
* Custom Software
* Data Recovery
* Domain Registration & Hosting
* Domain/Hosting account management
* Virus/Mal-Ware Removal
* Pharma Hack(SPAM) Removal/Cleaning
* Security Hardening
* Database Cleaning

In addition, our team is specialized in many diverse technologies including:

* Linux
* Apache
* MySQL
* Perl
* PHP
* jQuery
* Windows
* CSS (v 1-3)
* XML/HTML (4, 5)
* Photoshop/CS
* Xampp

Our WordPress Team offers customized 3rd party integrations which include the following:

* PayPal
* 1ShoppingCart
* CartPress
* Cart66
* Woo Commerce
* WP eCommerce
* aMember
* WishList Member
* s2 Member
* Kajabi
* aWeber
* Constant Contact
* iContanct
* Infusion Soft
* Mail Chimp
* WP Member
* WP eMember
* Magento Connect
* Facebook
* Twitter
* Pinterest
* Instagram

As an Atlanta based Georgia Web Development company, we have over a decade of experience providing the above services & integrations, along with a vast array of other services, such as logo design, corporate identity kits, business planning, customized web development and business solutions, so feel free to discuss your unique & complex projects with us, as chances are, our team's diverse background and experience have brought us down a very similar path before.

We have worked with several different types of businesses and understand that each industry has its own set of unique needs. Rockware IT is here to meet each one of those needs, with top quality production, without over the top pricing.

**Fees & Payments\*\***

Rockware IT requires 50% payment up front on all projects less than or equal to $3,000.00, and 25% payment up front on all projects greater than $3,000.00. For larger projects, those with a 25% up-front payment, there will be two milestones following this retainer, Phase 1 and Phase 2. Upon completion of Phase 1(a mutually agreed upon point – usually completion of the development site) an additional 50% will be paid. The final phase(Phase 2) will then be completed, followed by payment of the final balance due(remaining 25% and any additional fees which may have been added during the project). For smaller projects, after initial 50% payment up front, the next (Phase 1) payment will be at a mutually agreed upon point, and will be a 25% payment, while Phase 2, will be the last payment, made after integration is completed, and will be the remaining 25%. For any number of reasons, Rockware may request a customized payment schedule for specific projects, which may or may not follow these guidelines.

For all work requests, which fall outside the scope of the current project(s) (as laid out in the requirements), the client will be charged the rate of $45.00 per hour (Rockware IT’s hourly rate); before any work of this nature begins, we will inform the client of the expected added cost and ask for approval to do so. At the beginning of each week, every Monday, Rockware IT will hand over any time sheets needed to charge for work requested outside of project requirements, billed at the hourly rate, along with an invoice, and payment will be due upon receipt.

When any Phases or milestones are completed, an invoice will be sent to the client and will be due upon receipt. If the invoice has not been paid within 5 days of receipt, a late charge of 2% of the amount due, will be added to the balance on the 6th day from invoice submission date.

Payments can be made as follows;

* Through PayPal Invoice (with each above milestone being paid on corresponding date – invoiced by Rockware IT).
* Through our PayPal Online Payment Services Page (located at <https://PayPal.me/Rockware>).
* Through the Client Center (located at <http://clients.rockwareit.com>).
* Over the phone with Rockware staff.
* Through a 3rd party invoicing/payment system (such as Upwork.com) if appropriate, with funds of each milestone released on corresponding dates.

\*\* Please note, each project is unique, as are the needs/goals of each individual situation; for this reason, the payment schedule outlined is a guideline. For any number of reasons, we may create a customized payment schedule with the client, based on that client’s specific needs or the needs of a specific project, which may or may not follow these guidelines. Should you have any concerns or requests for your payment schedule, just let your project manager know and we will always do our best to accommodate you.

**Privacy Statement**

Your privacy is especially important to us. Accordingly, we have developed this Policy for you to understand how we collect, use, communicate and disclose and make use of personal information. The following outlines our privacy policy.

* Before or at the time of collecting personal information, we will identify the purposes for which information is being collected.
* We will collect and use personal information solely with the objective of fulfilling those purposes specified by us, unless we obtain the consent of the individual concerned or as required by law.
* We will only retain personal information if necessary for the fulfillment of those purposes.
* We will collect personal information by lawful and fair means and, where appropriate, with the knowledge or consent of the individual concerned.
* Personal data should be relevant to the purposes for which it is to be used, and, to the extent necessary for those purposes, should be accurate, complete, and up to date.
* We will protect personal information by reasonable security safeguards against loss or theft, as well as unauthorized access, disclosure, copying, use or modification.
* We will make readily available to customer information about our policies and practices relating to the management of personal information.
* **We will never, under any circumstances, release, sell, transfer, trade or share your information to any third parties, for any reason.**

We are committed to conducting our business in accordance with these principles to ensure that the confidentiality of personal information is protected and maintained. We work diligently to not only maintain, but to go above and beyond our Privacy Policy – Rockware IT is committed to respecting the privacy of our clients and site visitors (and anyone else for that matter), always.

**Support & Contact Information**

Rockware Interactive Technologies

Nicole Edwards, CEO

Email: [help@RockwareIT.com](mailto:help@RockwareIT.com)

<https://RockwareIT.com>

<http://help.RockwareIT.com>

Cell: (678) 368 - 7544

Skype: RockwareIT

I, Nicole Edwards, am available to answer any questions/concerns/etc. you may have at any point during the project. I have video conferencing capabilities, as well as Skype – so phone conversations and face to face collaborations are both welcome and possible. I would like to thank you for your time, your decision and your cooperation. It is extremely and sincerely important to me, that each and every client is 100% satisfied at project completion, so please do not hesitate to let me know any time, anything at all that you may be concerned about.

We have a FAQ (Frequently Asked Questions) page located here: <https://rockwareit.com/faq>

As well as our general Terms & Conditions statement, which apply to this project and any future projects, here: <https://rockwareit.com/terms-conditions>

Our Client Center allows you to manage your project, pay invoices, see the current status of the project and exactly what tasks we’re working on, upload files to share with us, and much more. Feel free to visit <http://clients.rockwareit.com> and see the Client Center in action. Your Project Manager will email your login details just as soon as we begin work on your project.

**Nicole Edwards**, Rockware Interactive Technologies