



ECOLyNK Creations Limited
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SERVICE DELIVERY CHATTER FORM

Ecolynk Creations Limited delivers reliable, end-to-end tech solutions with **Security.Speed.Simplicity**. We follow a structured, transparent process to ensure your project is completed on time, within scope, and to your complete satisfaction.

STAGE DELIVERY PROCESS

Stage	What Happens	Client Role	Typical Duration
1.Discovery	We gather requirements,analyze your needs, and finalize the Statement of Work	Provide clear brief, assets, and access credentials	2-3 business days
2.Design	We create wire-frames, mock-ups, and UI/UX designs for your view	Review and sign off on design within 3 business days	3-7 business days
3.Development	We build,code, and configure your solution in a staging environment	Provide timely answers to clarifying questions	As per SOW
4.Testing & UAT	We conduct internal QA, then handover for your User Acceptance Testing	Thoroughly test and submit a consolidated bug list within 5 business days	3-5 business days
5.Launch and Handover	We deploy to production, deliver final files, and conduct training (if applicable)	Approve final delivery and sign the ECL-2 form	1-3 business days

COMMUNICATION

Channel	Purpose	Response Time
Email	Formal updates, project milestones, change orders, approvals.	Within 24 business hours
Phone/WhatsApp	Urgent queries, clarifications	Within 4 business hours (during business hours)
Project Management Tool	Task tracing, file sharing, progress visibility	Updated daily during active development

SUPPORT AND MAINTENANCE

Support Type	Coverage	Availability
Warranty period	30 days post launch – free bug fixes (genuine defects per SOW)	Business hours
Post-Warranty Support	Bug fixes, enhancement, updates, content changes.	Billed at agreed rates
Emergency Support	Critical issue (site down, payment failure)	Priority response within 4 business hours

NYANJWA O.S

CHIEF EXECUTIVE OFFICER & Fnd.



Where Innovation Meets Reliability