

Rod Barlow Digital Consultancy Ltd

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Services Definition Document
Shopify ECommerce & Shopify PoS Development & Support Services

Service features

- help choose Shopify plan
- develop Shopify storefront
- design Shopify store to match corporate identity
- advise on best practices and procedures
- support Shopify systems
- install and configure Shopify PoS
- provide hardware for Shopify PoS
- Integrate Shopify to other applications
- provide search engine optimisation services

Service benefits

- improve searchability of site
- improve opportunity for greater sales
- reduces deployment time
- ensure implementation meets best practice guidelines

Planning service

Yes

How the planning service works

The services plans the build and implementation of the site and the instore set-up of Shopify PoS

Planning service works with specific services

Yes

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Hosting or software services the planning service works with

- Shopify
- Shopify Plus
- Shopify PoS Lite
- Shopify PoS Pro
- Shopify PoS Go

Setup or migration service available

Yes

How the setup or migration service works

The service supports the migration of data from other systems to Shopify

Setup or migration service is for specific cloud services

No

Quality assurance and performance testing service

Yes

How the quality assurance and performance testing works

We provide a test and development site and support the client conduct full user acceptance testing.

Training service provided

Yes

How the training service works

Training in person and online for all Shopify products

Training is tied to specific services

No

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Ongoing support service

Yes

Types of service supported

Hosting or software provided by a third-party organisation

How the support service works

We provide a support desk service for Shopify and Shopify PoS

Email or online ticketing support

Yes, at extra cost

Support response times

Support response times are based on incident severity. Critical - Within 1 hour Severe - Within 4 hours Operational challenge - 1 day Question - 1 day

User can manage status and priority of support tickets

Yes

Online ticketing support accessibility

None or don't know