

Don't Just Adapt. Thrive.

Here's how we helped our clients grow their revenue by more than 500% during the most unpredictable climate we've ever experienced.

2021

Retained Services To Help You Grow

We Build Businesses, Not Just Websites.

Our single minded focus with all our work is about helping you to build your business. After all, what is the point of your online store if it is not making money?

Maximising your ROI

Not only providing you with a return on your website investment, but also making sure you are getting a return on the services we provide.

Talk to the organ grinder

A key difference in the way we work is that we do not place an Account Manager between you and the person directly working on your site. We want you to talk directly with the team, you know what your issue is and we provide the solution. This speeds everything up and gives you a better return on your investment.

Who is this for?

This is not just for sites that we have designed and built, we also take on sites that are already live. As long as they are running on one of the platforms we support, then we are ready to be your support team.

Not sure what you should be doing?

Don't worry, we have this covered too. Our Founder, Rebecca Jones and her Management Team have been in the business for over 20 years and will be on hand at all times for you to work with to generate ideas and problem solve major business issues. One of Rebecca's specialist fields is not just understanding how to generate revenue, but also how to grow your business without growing the number of people to support it.



Achieve Growth With Retained Services.

There are 3 main areas where the number of hours for each can be tweaked to suit your needs:

1 Business As Usual

This is all about 'keeping the wheels on'. It covers services like:

- Upgrades
- Security Patches
- Urgent Break/fix issues where there is a detrimental effect on sales.

2 Small Feature Requests

Managed by your own Platform Developer. This is for features that typically take between an hour to a day to complete, and need little specification. These might include:

- Installation and configuration of new modules
- UX design changes
- Training needs
- Magento configuration
- Small development customisations

3 Bespoke Projects

Work that will typically take anywhere from 2 days to 20, 30, 40... This type of request is managed by a Project Manager and covers all sorts of new project requests including but not limited to:

- New sites and/or micro sites
- Custom integrations with third party systems
- Complete redesign of a user journey
- Large feature requests

Year On Year Growth Client Case Studies.

We will share who these are upon signature of a NDA.



Annual Online Turnover: Under £1million

Monthly retained cost typically from £4,500 + VAT

Services Used:

- eCommerce Strategy Consultancy
- Development Support
- Platform Specific Consultancy
- Bespoke Integration Development

Annual Online Turnover: £1million to £5million

Monthly retained cost typically from £7,500 + VAT

Services Used:

- eCommerce Strategy Consultancy
- Development Support
- Platform Specific Consultancy
- UX Consultancy & Design

The most significant area of work this client undertook was a review of the user experience. This involved a redesign of their product pages to make them more informative, as well as a change to how they promoted products on the homepage, introducing a new mega menu and rules based automated merchandising.



Annual Online Turnover: £5million to £20million

Monthly retained cost typically from £13,500 + VAT

Services Used:

- UX Consultancy
- Development Support
- Platform Specific Consultancy
- Bespoke integration development
- Business Analysis

This business took personalisation to the next level which had a significant impact to their sales. We designed and developed a mobile first, compelling user experience solution that would make it easy for the user to customise and purchase their product. In the same year we also changed the basket the very best gifting products that would create the very best gifting experience.



Annual Online Turnover: Over £20million

Monthly retained cost typically from £19,500 + VAT

Services Used:

- Platform Specific Consultancy
- Development Support
- Business Analysis
- Bespoke Integration Development

There were three key things that this client focussed on. First we looked at merchandising, ensuring that the right products were at the top of the category landing pages and there were appropriate cross-sells in the product pages. Next we tackled real-time integration with their ERP system, ensuring the very best customer experience when it comes to delivery expectations and of course, real-time inventory management. Finally, we created a great gifting experience in their basket.



What Will 2021 Look Like For You?

Put your best foot forward and adopt one or more of the following retained services:

- eCommerce Strategy Consultancy
- Development Support
- Bespoke Integration Development
- Business Analysis
- Bespoke Integration Development
- UX Consultancy
- Web Design
- Content Management
- Bespoke Campaign Creation
- Marketing Support
- Automated Services

Book Your Free Consultation To Find Out How We Can Help You Grow

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