



10 QUESTIONS

What Every Prospective Virtual Homeowner Should Consider Before Breaking Ground

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PURPOSE

When we're approached about beginning a new web presence, ecommerce system, or mobile or web application (referred to simply as "site" below), ERA404 likes to pose 10 questions to prospective clients. This not only stirs up ideas to begin the process, it also helps all parties to fully explore what the process of web development entails.

QUESTIONS

1. What are three words you would use to describe your business in terms of focus, pace, and culture?

Oftentimes, the description of your business is identical to your site. If your business focus is technology, customer relations, politics, or health, your site should have a similar feel. Is your pace is dynamic and fast-moving (like an online service or new product) or conservative and rock-solid (like a bank or a law firm)? Your business's culture (fun, friendly, approachable, professional, formal, methodical, meticulous) should also be represented in your site's design.

Focus
Pace
Culture

ERA404 CREATIVE GROUP
PO BOX 470404
BROOKLY, NY 11247-0404

P. 201.683.9296
WWW.ERA404.COM

2. What are the general purposes of this work?

Your site should have a primary and secondary purpose (and sometimes even a tertiary one). Purposes could be to increase sales and awareness, to assist in distribution of





products or services, informational, educational, ecommerce, subscription-based marketing, customer feedback, ISO or employee intranet, employment postings, product support, entertainment, or forums.

Primary
Secondary
Tertiary

3. Will this site be part of an existing marketing strategy?

Does your business already have a marketing strategy in place with previous printed collateral material, sites, or advertising campaigns? If it does, please send samples of these pieces to assist in ensuring the site works within the framework of your existing strategy. If it doesn't, or if you'd like to deviate from your existing strategy, provide a description and/or examples of concepting for a new strategy. Would you be interested in working with ERA404 to develop this new cross-media campaign?

<input type="checkbox"/>	Yes, this site is part of an existing strategy.
<input type="checkbox"/>	No, this site varies from our existing strategy.
<input type="checkbox"/>	We currently do not have a strategy.
<input type="checkbox"/>	We're developing a strategy in-house and will provide samples/specifications.
<input type="checkbox"/>	We're interested in working with ERA404 to develop a cross-media strategy.





4. What reactions (calls-to-action) are you hoping to achieve with this work?

While this question hinges on Question #2, it's important to outline your customer's reaction to determine if the site is successful. If the site is information-based, this can be monitored with statistics. Other reactions could be: customer contact, online sales, forum/chat participation, increased customer retention, decreased phone or email support calls, growth of marketing opportunities (mailing lists, newsletters, event participation, and RSVPs), etc.

Primary
Secondary
Tertiary

5. How do you plan on maintaining your site?

ERA404 provides a number of maintenance opportunities including an online content management system (CMS), maintenance contracts, on-site training, or off-site tutorials for manual updates. If you plan on updating your site at regular intervals, which opportunities interest you?

CMS	Maintenance Contract	Training	Other*
*Please describe:			





6. Competition:

a. Do you have direct competition?

Providing ERA404 with links to competition sites enables us to gauge what your competition is doing, how they've been successful, how they've failed, and what makes your business different. Please list some links to competitor sites here:

1		4	
2		5	
3		6	

b. How are you different from competition?

If you have direct competition, please list why your business is different and what you do that makes your business unique.

7. Which existing designs appeal to you?

Existing site designs do not have to be competition, nor do they have to even be in the same industry. List some sites that you feel satisfy your general purpose and embrace your company's focus, pace, and culture.

1		4	
2		5	
3		6	





8. Aside from your calls-to-action, what are your short-term and long-term goals for this work?

Do you expect this site to grow, to have new sections, to have new features? Will this site work in tandem with other sites that your business may have? Do you expect changes in offerings, strategy, or functionality?

While ERA404 designs all sites to be flexible, we believe pre-planning and preparation can assist in ensuring your site is cost effective and successful at attaining short- and long-term goals.

Short-term Goals
Long-term Goals

9. What additional materials do you have to assist us in providing you with an estimate and timeline?

Before beginning design and development, ERA404 provides site mechanicals (wireframes) and information architectures (IAs) to describe site layout, pages, and functionality. Do these materials already exist? Can you provide us with sample page content, photography, identity pieces, and artwork? What is your estimated budget and site launch target? Check all that apply.

<input type="checkbox"/>	Mechanicals	<input type="checkbox"/>	Information Architecture
<input type="checkbox"/>	Design Storyboards	<input type="checkbox"/>	Digital Content
<input type="checkbox"/>	Digital Identity	<input type="checkbox"/>	Artwork/Photography*
<input type="checkbox"/>	Budget: _____	<input type="checkbox"/>	Launch Target: _____
<input type="checkbox"/>	Copywriter*	<input type="checkbox"/>	Other: _____

* IF YOU DO NOT CURRENTLY HAVE A COPYWRITER, ARTIST, OR PHOTOGRAPHER, WOULD YOU BE INTERESTED IN WORKING WITH ERA404 TO PROVIDE THESE SERVICES?





10. What are your expectations to deem this site a success?

THANK YOU

At ERA404, we firmly believe the better organized and prepared we are before engaging in work, the stronger the final product tends to be. Thank you for taking time to think about these questions. If you're uncertain how to answer some, don't worry. We can certainly discuss options the next time we speak.

We look forward to collaborating with you.

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