



KWISH TECHNOLOGIES LIMITED

How We Work

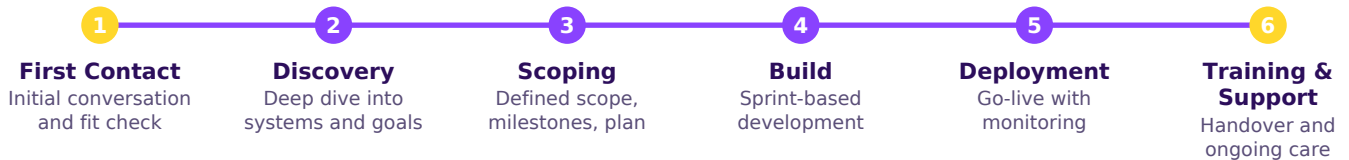
The Kwish engagement process, from first contact to ongoing support, with a visual delivery timeline.

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How We Work

This document walks through a typical Kwish engagement from first contact to ongoing support. Timelines vary by scope, but the sequence and the checkpoints stay consistent across every project.



01 ENGAGEMENT STAGE First Contact

You reach us through info@kwishtechnologies.com or a referral, with a problem statement rather than a fully formed solution. We schedule a short call to understand the shape of the problem, the stakeholders involved, and whether Kwish is the right fit.

- Initial call, usually within two business days
- Confirmation of fit and rough scope
- Agreement on next step: assessment or scoping

02 ENGAGEMENT STAGE Discovery

We study your systems, data, and workflow before proposing anything. For enterprise and government clients this includes a structured audit; for smaller engagements it is a lighter but still rigorous review.

- Stakeholder interviews across affected teams
- Review of existing systems, data sources, and constraints
- A written discovery summary shared back with you

ENGAGEMENT STAGE

03 Scoping and Quotation

Discovery findings become a defined scope: what will be built, what will not, what data and access we need, and the milestones we will be measured against. A written quotation follows scope agreement, and no work begins on estimate alone.

- Scope document with explicit inclusions and exclusions
- Milestone plan with review points
- Signed agreement before build starts

ENGAGEMENT STAGE

04 Build

Development runs in sprints with regular demos. Senior developers own architecture and code review; AI tools accelerate drafting, testing, and repetitive engineering work under that supervision.

- Sprint cadence with visible progress
- Demo sessions at each milestone
- Continuous testing, not testing left to the end

ENGAGEMENT STAGE

05 Deployment

We deploy in controlled phases rather than a single cutover wherever the system allows it, with monitoring in place from day one and a rollback plan agreed in advance.

- Staged or pilot rollout where appropriate
- Monitoring and alerting configured before go-live
- A documented rollback plan

ENGAGEMENT STAGE

06 Training and Support

We train the people who will use and maintain the system, hand over full documentation, and remain available through a defined support window before transitioning to a lighter-touch or retainer arrangement.

- Staff training sessions and reference material
- Full technical documentation and runbooks
- A defined post-launch support period

AFTER LAUNCH

07 Change Requests and Iteration

Requirements shift once a system is in real use. We treat this as normal rather than a failure of scoping. Any request outside the original scope is documented, assessed for effort, and confirmed with you in writing before work begins, so timelines and expectations stay aligned.

A note on pace

AI tools let us move faster through drafting, testing, and repetitive build work. They do not replace the judgment calls a senior developer makes on architecture, security, and what should or should not ship. Every deliverable is reviewed by a person before it reaches you.

What we need from you

From you	Why it matters
A named decision maker	One person who can approve scope, sign off milestones, and unblock access requests.
System and data access	Credentials, schemas, or exports for the systems the build has to connect to.
Time from the people who do the work	A few hours across discovery from the staff who run the process today.
Feedback at each demo	Comments at the milestone review, so changes land while they are cheap.

Typical timelines

Engagement type	Discovery	Build to first release
Assessment and roadmap	2 to 3 weeks	Not applicable
Single process automation	1 to 2 weeks	4 to 8 weeks
Enterprise integration	3 to 4 weeks	10 to 16 weeks
Public sector platform	4 to 6 weeks	16 to 24 weeks

Timelines above are typical ranges from our own delivery history, not commitments. Every engagement gets its own schedule in the scope document.



Get in touch

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Kwish Technologies Limited. Building and integrating AI for African operating conditions.