



Frequently Asked Questions (version 1.0)

Thank you for your interest in ChinaClick. This is the ChinaClick FAQ, which contains the most frequently asked questions about the ChinaClick background and the service.

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FAQ (about ChinaClick):

1. Could you describe your company's background?

ChinaClick is a commercial brand set up in 1999, and it included 3 different business departments, one is EIP (enterprise information portal), another is an advertisement company, and the last, ShanghaiFeiqing Network Technology. At the beginning, Shanghai FeiQing network Technology Company was a website design and development laboratory in ChinaClick. In 2004, as our sales and marketing growing very fast in last 2-3 years, we set up our own company, ChinaClick • Shanghai Feiqing Network Technology and our key developing team players are stayed until now

2. What is your company's specialty?

Our slogan is "Perfect integration of Technology, Art and Marketing" So, our specialty does not belong to any single area, it is a mix of 3 different modules: technology, art and marketing. And we believe each corporate or organization is different, our service is custom centric to fit client's specific needs. We are not just an online presence provider; we are also a web marketing planner, your always trustworthy business collaborator and we believe in results

3. Why do you think your company is the best in web solution area?

Briefly, it is experience + expertise + customer-centered. Professionalism, Skill and Expertise are the tools we use to enhance every business and organization partnership. We share a goal with our clients to generate the maximum return on investment from their web model in the shortest possible time. During our six-year operation, ChinaClick's brilliant web solution team have built up literally about a hundred websites for medium to large, local, national and international organizations.

4. What we can get if we choose ChinaClick?

- ✓ Provision of professional quality services on-time and on-budget
- ✓ Design and development of strong and long lasting client-consultant partnerships
- ✓ Full understanding of the client's needs through experience
- ✓ Provision of comprehensive technical and interpretive reports but are easy to understand
- ✓ Vast experience in problem solving
- ✓ Provision of a professional but friendly and approachable attitude at all times

5. What is the total number of employees? Technical employees?

ChinaClick is a team of 14 web consultants. Currently our developing team experts includes 1 creation executive, 2 web page designers, 1 web page production, 1 system analyst, 3 web application developers, 4 specialists (involving in e-commerce, e-marketing, web hosting, usability analysis consultant), 2 project managers. And we have integrated this technology and design expertise with a unique insight into the psychology of human behavior enabling us to create web sites that are not only beautifully designed, but are highly functional.

6. How many staff can speak English?

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40 percent of our staff can speak English, but we usually appoint one project manager who is responsible for the whole project throughout the timescale.

7. Who is going to be responsible for the project that I can contact directly?

Once we have agreed to proceed to, our group of highly talented and skilled professionals work together to provide you general ideas and objectives for the website. After the preliminary meeting, we usually arrange one project manager and one deputy project manager for emergency who will be responsible for the whole project.

8. What are your company's main revenue generating products and services?

We procure 85% of sales from web building services for medium or large companies. The remaining sales come from consulting service, website maintenance, etc.

9. What factors are most important in ensuring your company remains profitable?

The sales need to grow and expenses should be kept under control .The factor that differentiates our company from the competitors is quality of our service,excellent project management skills and attention to the need of customers.

10. How is your annual company sale?

We have survived the post dot-com recession with no debt and have shown high, continued growth for the past 2 years. (Our revenues doubled in 2004). We keep our efficient process-driven operation that keeps costs low yet delivers world-class results.

11. How much for building a website in your company?

Websites vary considerably in size and complexity and so does the time, so therefore cost to build them is variable. In order for us to give you a clear and professional answer, we need to find out what kind of website suits you best, what goals you would like to achieve, how complex it is, and what underlying software will be used. Most of the websites cost at least \$2500.

12. How long will it take to design my web site?

Websites vary enormously in content and complexity. The time involved to create them is a reflection of this. For larger sites with interactivity, rich graphic content, flash animation, original photography or advanced programming it can take 3-4 weeks or more. A large E-commerce or database driven site will usually take 3-4 weeks or more. Hosting and domain name registration only take a few days.

13. What do I need to supply?

Because you know your business and market best, your input is valuable to designing an effective site. It will save you time and money if you have any of the following items: 1.Text Content 2.Company Logos or Letterhead 3.Quality Photographs or Images 4. Brochures 5.Previous Print Advertising Material.

If your business does not have the time or the resources, we can take care of all the content. This may include copy content, original photography, and logo design.

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