# Consultancy, training and handover

A project lasts longer when the people using it can maintain it. Agree early on who owns the accounts, files, content and routine decisions.

## Choose the support you need

A consultation can help compare options or fix a specific workflow. A fixed-scope project is useful when the deliverables are clear. A phased plan can help when your team wants to test a smaller release before expanding.

## Write down what will be handed over

Ask for the agreed source files, account roles, update instructions, recurring costs and backup or export steps. For a website or system, have someone from your team practise making a routine update.

## Agree on how support will work

Name a contact on each side. Clarify which updates are included, how problems are reported and how change requests are estimated. Keep a note of renewal dates and the person responsible for them.

## How M-CreativeHub can help

We can advise on priorities, build or improve the agreed work, and train the people who will use it. Handover and any ongoing support are scoped with you.

### What to bring to the first conversation

Your main contact, current tools, what needs to be fixed first, and who will be responsible for maintaining the work.

# How to choose support you can sustain

Choose support that can be explained in a short scope and maintained by someone on your team after the project.

## Set a decision for the engagement

A short consultation should give you an answer, such as whether to improve an existing tool or pilot a new one. Ask for options, assumptions, trade-offs, estimated running costs and who would do the work.

## Make acceptance concrete

List the files, accounts and instructions that must change hands. Agree who signs off and what they will demonstrate, such as publishing an update, exporting records or restoring a backup. Arrange training for the people who do the work.

## Separate one-off fees from ongoing support

Ask what counts as a defect, a content update or new work. Record the renewal dates, available support hours, response arrangements and how changes are quoted. Confirm who remains responsible when a supplier or staff member leaves.

## Watch for gaps before committing

Pause if the proposal leaves account ownership, recurring fees or support unclear. Confirm that your organisation can access its materials and records. If a supplier provides a proprietary service, ask how exports and a future move work.

### Before you commit

Approve the engagement when the next decision, handover test and ongoing costs are clear.