



SERVICE BROCHURE

Findability Fix

Repair what is weakening your digital presence.

A custom improvement service for businesses that already have a website, profiles or digital presence—but need them corrected, aligned and made more effective.

BE FOUND. BE TRUSTED. BE CHOSEN.

2026

Inside this proposal

A clear view of how Findability Fix identifies, prioritises and repairs the gaps in an existing digital presence.

03 **What Findability Fix is**

04 **What we assess**

05 **What we can fix**

06 **How the process works**

07 **How your scope is built**

08 **What you receive**

09 **Investment and timing**

10 **Start with a review**

Keep what works. Fix what doesn't.

Findability Fix improves an existing digital presence without forcing a full rebuild when one is not necessary.

01

DIAGNOSE

We review how customers discover, understand, trust and contact your business.

02

PRIORITISE

We separate urgent problems from useful improvements and optional upgrades.

03

REPAIR

We correct the approved issues across the relevant website, search, profile and enquiry touchpoints.

04

VERIFY

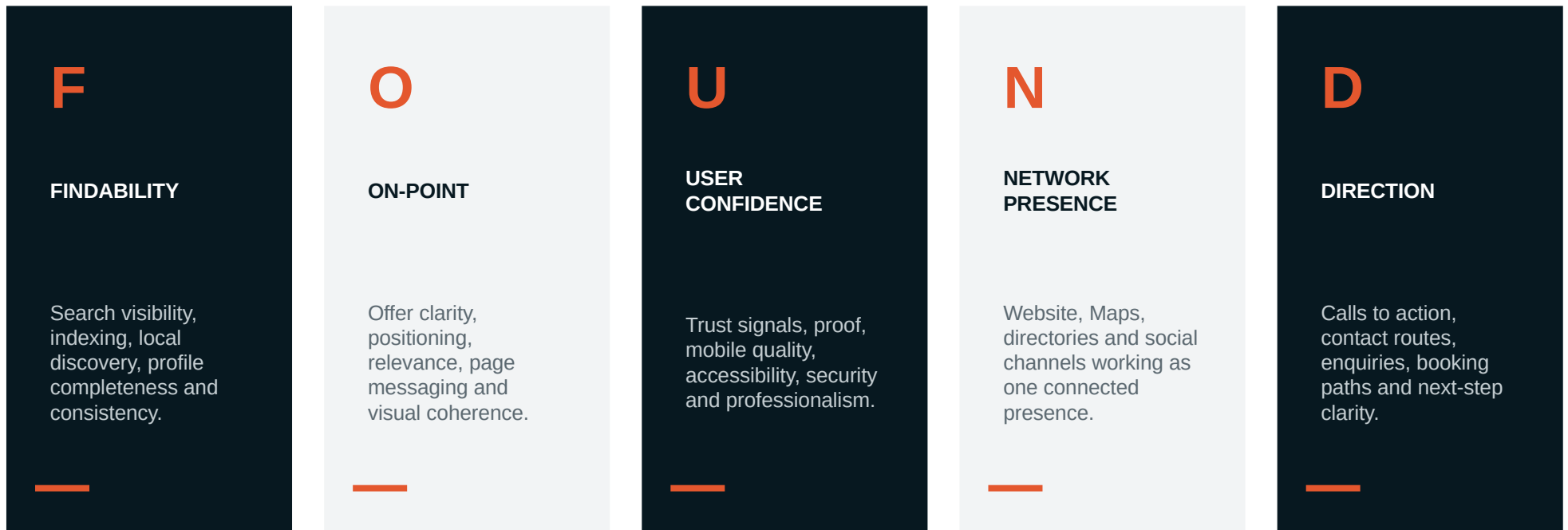
We test the repaired experience and document what changed, what remains and what to do next.

The objective

A clearer, more credible and easier-to-use presence—built from what you already have.

We assess the full customer journey.

The review follows Findability's FOUND framework so the scope is based on visible gaps—not guesswork.



What Findability Fix can improve

Your final scope may include one focused repair or a coordinated set of improvements across several channels.

WEBSITE

- Broken layouts and links
- Mobile responsiveness
- Page structure and navigation
- Content, calls to action and forms
- Speed, basic SEO and trust cues

SEARCH & MAPS

- Google Business Profile corrections
- Names, addresses and contact details
- Search snippets and page metadata
- Indexing and sitemap issues
- Local visibility foundations

CONTENT & BRAND

- Unclear service descriptions
- Inconsistent visual presentation
- Outdated information and offers
- Missing credibility content
- Tone and message alignment

CUSTOMER PATH

- WhatsApp, call and enquiry routes
- Booking or lead-form problems
- Confusing next steps
- Conversion friction
- Basic tracking and measurement

A controlled fix, from evidence to handover.

We agree the work before implementation so cost, responsibility and expected outcomes are clear.

01 DISCOVERY

Your goals, current concerns and access requirements.

02 REVIEW

A practical assessment of the relevant digital touchpoints.

03 SCOPE

Prioritised findings, recommended actions and a custom quotation.

04 IMPLEMENT

Approved repairs completed in a controlled sequence.

05 QUALITY CHECK

Responsive, functional and consistency checks across the repaired areas.

06 HANDOVER

Change summary, access return and recommended next actions.

No repair work begins until the scope and quotation are approved.

Every Fix is priced around the work required.

There is no standard package price because the condition, access, platform and complexity of every digital presence are different.

WHAT SHAPES THE QUOTATION

- Number of pages, profiles or platforms
- Severity and urgency of the issues
- Whether content or assets must be created
- Platform, hosting and third-party limitations
- Access, integrations and technical dependencies
- Testing, migration or specialist support required

A useful scope separates three levels of work.

01 ESSENTIAL

Problems that block discovery, trust or enquiries.

02 RECOMMENDED

Improvements with a strong practical benefit.

03 OPTIONAL

Enhancements that can be phased in later.

You receive a defined, reviewable outcome.

The exact outputs follow the approved scope, with a clear record of what has been changed.

BEFORE WORK STARTS

Confirmed scope of work
Custom quotation
Required access and inputs
Proposed delivery sequence

DURING IMPLEMENTATION

Scheduled repair work
Progress communication
Issue and dependency management
Approval points where required

AT HANDOVER

Completed approved repairs
Functional and responsive checks
Summary of changes made
Outstanding recommendations

IF INCLUDED

Copywriting or content creation
Analytics or conversion tracking
Profile optimisation
Hosting, maintenance or ongoing Care

The quotation follows the diagnosis.

This brochure explains the service. Your commercial proposal is created only after we understand the actual repair work required.

- 1 INITIAL CONVERSATION**
We confirm the concern, intended outcome and relevant digital channels.
- 2 REVIEW REQUIREMENTS**
We identify the access, evidence and level of investigation needed.
- 3 CUSTOM SCOPE & QUOTE**
You receive the recommended work, exclusions, timing, price and payment terms.
- 4 APPROVAL**
Implementation begins only after written approval and the agreed payment condition.

Final cost and delivery timing depend on the approved scope.

START HERE

Start with a Findability review.

Share the problem you are experiencing—or ask us to assess the full digital presence. We will identify the gaps, recommend the right repair scope and prepare a custom quotation.

WHAT WE NEED FROM YOU

- Business name and website address
- Links to relevant profiles
- The main problem or desired outcome
- Available access details after scope approval

findability.co.za

BE FOUND. BE TRUSTED. BE CHOSEN.