



# Estimate Quotation for Custom - Enterprise Web App Maintenance

REQUEST PERSONALIZED QUOTATION

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**Note:**

All features and pricing shown in this quotation are indicative and subject to change. Final specifications, costs, and deliverables may vary based on your requirements, special requests, or market conditions. For a personalized quotation tailored to your exact needs, please contact us via the email or phone listed above.

ITEM

TOTAL <From KSh>

## <FIXES>

**1. Custom backend and workflow failures**

9,500 per issue

Critical custom backend or module failures can disrupt workflows, dashboards, APIs, and ecommerce operations simultaneously.

- Restore broken custom backend controllers and modules
- Repair failing automation and workflow jobs
- Fix server-side errors affecting business logic
- Validate inter-module communication and data flow
- Restore scheduled tasks across integrated services
- Ensure transactional and ecommerce flows remain consistent

**2. Database and custom data integrity issues**

10,000 per issue

Custom database schemas, relationships, and transactional logic require precise maintenance to prevent data loss or inconsistencies.

- Repair relational mapping conflicts in custom tables
- Restore corrupted datasets or failed transactions
- Optimize heavy queries and indexing for multi-module performance
- Rebuild batch processing jobs and triggers
- Ensure ecommerce orders, inventory, and customer data consistency

**3. API, microservices, and third-party integration failures**

9,500 per  
Intergration

Custom APIs, microservices, and external integrations are critical for workflows, ecommerce, and enterprise automation.

- Fix broken API endpoints and microservice calls
- Resolve authentication, token, or webhook conflicts
- Repair callback or event listener failures
- Re-establish service-to-service communication channels
- Validate payload formats, responses, and transactional integrity
- Check payment gateway, shipping, and CRM/ERP connections



ITEM		TOTAL <From KSh>
4.	<p><b>Ecommerce and transactional processing failures</b></p> <p>Complex transactional workflows, checkouts, and order pipelines require specialized attention in custom systems.</p> <hr/> <ul style="list-style-type: none"> <li>• Resolve failed payment confirmations and transaction errors</li> <li>• Repair broken checkout, cart, and invoicing logic</li> <li>• Restore order management, inventory, and customer dashboards</li> <li>• Validate automation and business rule triggers for ecommerce flows</li> <li>• Reconnect integrations with payment processors, shipping, and CRM/ERP</li> </ul>	10,000 per issue
5.	<p><b>Role, access control &amp; permission breakdowns</b></p> <p>Complex custom roles or access hierarchies can block workflows, allow unauthorized access, or violate compliance requirements.</p> <hr/> <ul style="list-style-type: none"> <li>• Repair RBAC logic across modules and dashboards</li> <li>• Correct multi-role privilege inconsistencies</li> <li>• Fix session or token handling issues</li> <li>• Audit and adjust user permissions</li> <li>• Validate approval workflows and ecommerce management permissions</li> </ul>	7,500 per issue
6.	<p><b>Environment &amp; deployment configuration failures</b></p> <p>Custom multi-environment systems can fail due to misconfigurations affecting all modules, workflows, or ecommerce processes.</p> <hr/> <ul style="list-style-type: none"> <li>• Fix environment variable conflicts</li> <li>• Restore failed CI/CD deployment pipelines</li> <li>• Repair container, orchestration, or server misconfigurations</li> <li>• Validate staging, testing, and production parity</li> <li>• Test multi-module transactional and automation workflows</li> </ul>	9,500 per issue
7.	<p><b>Enterprise security vulnerability patching</b></p> <p>Custom systems are high-risk environments for sensitive data, payments, and integrations, requiring urgent patching.</p> <hr/> <ul style="list-style-type: none"> <li>• Secure exposed endpoints and APIs</li> <li>• Fix validation, injection, and sanitization gaps</li> <li>• Harden middleware, request handling, and transaction layers</li> <li>• Update custom framework and dependency security patches</li> <li>• Audit authentication, authorization, and role-based access</li> <li>• Validate ecommerce, payment, and third-party integration security</li> </ul>	11,000 per issue



	ITEM	TOTAL <From KSh>
8.	<p><b>System compromise or major incident recovery</b></p> <p>Custom enterprise systems affected by hacks, malware, or failures require full restoration and hardening.</p> <hr/> <ul style="list-style-type: none"> <li>• Clean compromised backend logic and modules</li> <li>• Restore affected dashboards, ecommerce, and automation workflows</li> <li>• Re-secure infrastructure, servers, and containers</li> <li>• Audit logs for fraud, intrusion, or sabotage</li> <li>• Reinforce backups, high-availability systems, and disaster recovery</li> </ul>	20,000 per recovery

--- <ENVORONMENT UPDATES & ENHANCEMENTS> ---

9.	<p><b>Routine Update (Backend, custom modules, and dependency updates)</b></p> <p>Safely update custom frameworks, backend modules, dependencies, and creation of backup instances after updates ensuring workflows and ecommerce logic remain stable.</p> <hr/> <ul style="list-style-type: none"> <li>• Upgrade backend frameworks and custom modules</li> <li>• Update middleware, connectors, and libraries</li> <li>• Validate multi-environment compatibility</li> <li>• Test multi-module workflows, automation, and ecommerce flows</li> <li>• Apply rollback or contingency plans</li> </ul> <p>Note: We recommend routine Updates at least once every year, preferrably quarterly (every 3 months), However monthly routine updates can be applied for mission critical and high security applications.</p>	11,000 per complete update cycle
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10.	<p><b>Full Infrastructure Snapshot &amp; System Recovery Management</b></p> <p>Comprehensive backup of enterprise architecture, microservices, and critical data environments.</p> <hr/> <ul style="list-style-type: none"> <li>• Full Enterprise Infrastructure Backup: From KSh 35,000 per backup cycle</li> <li>• Disaster Rollback Deployment: From KSh 50,000 per restoration instance</li> </ul> <p>Note: If TechWorks is contracted to develop your enterprise system, the initial infrastructure snapshot is provided as part of the development service.</p>	85,000 for complete Rollback
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11.	<p><b>Database and custom data optimization</b></p> <p>Optimize large, multi-module databases for speed, reliability, and transactional accuracy, including ecommerce datasets.</p> <hr/> <ul style="list-style-type: none"> <li>• Optimize indexes for custom tables, orders, and customer data</li> <li>• Refactor heavy queries for multi-module workflows</li> <li>• Improve caching and session management</li> </ul>	10,500 per optimization
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	<ul style="list-style-type: none"> <li>• Rebuild batch jobs and triggers</li> <li>• Validate ecommerce, inventory, and transactional integrity</li> <li>• Ensure consistency across reporting and audit logs</li> </ul>	
<p><b>12.</b></p>	<p><b>Enterprise System and Performance Tuning</b></p> <p>Improve backend response times, API throughput, ecommerce, and automation across all custom modules.</p> <hr/> <ul style="list-style-type: none"> <li>• Reduce server-side processing overhead</li> <li>• Optimize API and microservice calls</li> <li>• Improve background job and order processing speed</li> <li>• Enhance load-balancing, caching, and multi-region efficiency</li> <li>• Minimize latency in multi-module workflows</li> </ul>	<p>10,500 per session</p>
<p><b>13.</b></p>	<p><b>Structured data, dynamic content &amp; module updates</b></p> <p>Update dashboards, dynamic modules, structured data, and ecommerce content while maintaining backend integration.</p> <hr/> <ul style="list-style-type: none"> <li>• Update dynamic modules, dashboards, and ecommerce listings</li> <li>• Adjust structured datasets, metadata, and transactional modules</li> <li>• Minor backend-connected content edits</li> <li>• Validate module logic, workflows, and transactional outputs</li> <li>• Test order, payment, and automation consistency</li> </ul>	<p>3,500 per module/page</p>
<p><b>14.</b></p>	<p><b>Minor workflow refinements &amp; UI logic adjustments</b></p> <p>Improve usability, workflow efficiency, and UX for custom enterprise modules, including transactional and ecommerce flows.</p> <hr/> <ul style="list-style-type: none"> <li>• Adjust automation triggers and workflow logic</li> <li>• Refine dashboards and customer/admin UI</li> <li>• Optimize system transitions, notifications, and interactions</li> <li>• Improve multi-module integration flows</li> <li>• Fine-tune validation and error handling</li> </ul>	<p>4,500 per task</p>
<p><b>15.</b></p>	<p><b>Adding new custom enterprise pages or modules</b></p> <p>Develop fully integrated pages or modules connected to backend logic, automation, and ecommerce workflows.</p> <hr/> <ul style="list-style-type: none"> <li>• Build frontend structure and templates</li> <li>• Connect pages to backend services, APIs, and custom modules</li> <li>• Configure routing, validation, permissions, and workflow triggers</li> <li>• Integrate payment, shipping, ERP/CRM, and reporting modules</li> </ul>	<p>14,000 per module</p>



ITEM

TOTAL <From KSh>

- Test multi-environment workflows and ecommerce flows
- Validate automation and transaction processes

**16. Adding new custom enterprise features or advanced modules**

12,500 per module

Extend enterprise systems with new advanced features, integrations, or automation workflows while maintaining ecommerce and core logic.

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- Implement new backend modules or services
  - Add workflow automation and complex transaction logic
  - Integrate ERP, CRM, or third-party services
  - Validate security, roles, and logging
  - Test across staging, production, and multi-module environments
  - Ensure compliance and operational stability