Service catalogue

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Typical tasks with scope, prerequisites and acceptance criteria — and how many tasks they take in the Prozess-Abo. Businesses only.

Tasks in the Prozess-Abo

A task is one contained result that can be finished, checked and handed over within 48 hours (counted Mon 8 am – Fri 4 pm) — for example a bug fixed, an interface connected, a workflow built, a report automated. Larger projects and several independent results we split with you into several tasks, each with its own acceptance criteria. Prozess-Abo 1: 1 task in progress at a time, 1 task per month. Prozess-Abo 2,5: 1 task in progress at a time, up to 4 tasks per month. Prozess-Abo 5: 1 task in progress at a time. Prozess-Abo 10: 2 tasks in progress in parallel. We count the tasks we start in the billing month; a revision doesn't count again. Unused tasks lapse at the end of the month. The first task is free — one per company, businesses only. It has to be doable within 48 hours (counted Mon 8 am – Fri 4 pm); we check that before we start. Afterwards you decide whether to order a Prozess-Abo. It never starts automatically.

Delivery date

We deliver every task no later than 48 hours after we start it. We count our working week from Monday 8 am to Friday 4 pm; over weekends and public holidays the clock stops. Started on Monday at 10 am — delivered on Wednesday at 10 am. You see the exact date on the card as soon as we start. As soon as a place is free, we start the top card in your backlog — on the next working day at the latest. Before a weekend or public holiday the clock stops at 4 pm and runs again at 8 am on the next working day. Public holidays: those in Bavaria and 24 and 31 December.

Guarantee

If we don't deliver a task within 48 hours of starting it (counted Mon 8 am – Fri 4 pm, not counting time in which we wait for your cooperation), we credit 5 % of the monthly fee. If a delivery doesn't meet its acceptance criteria, we revise it at no extra cost until it does.

Every task includes: senior review before handover, documentation and test guide, revisions at no extra cost until the acceptance criteria are met, 30 days of free fixes after acceptance for errors affecting an acceptance criterion, data processing agreement. We never work directly in production — always on a branch, staging, a copy or an inactive workflow; access by invitation only, no passwords, no tokens.

Automation

Form → CRM + Slack notification

Tasks in the Abo
1 task
48 hours after we start (counted Mon 8 am – Fri 4 pm)

Included scope
- 1 workflow in n8n, Make or Zapier
- 1 form source, up to 10 fields mapped to the CRM
- 1 Slack message per submission in one channel

Prerequisites
- Invitation of our address to your n8n instance or Make/Zapier team
- API access to the CRM and the Slack channel via invitation, not a password

Acceptance criteria
- 10 test submissions appear complete in the CRM
- Each test submission triggers exactly one Slack message
- Failures are reported by email or Slack
- Credentials live in the credential store, not in the workflow

Shopify order → Lexoffice invoice, with error handling

Tasks in the Abo
1 task
48 hours after we start (counted Mon 8 am – Fri 4 pm)

Included scope
- 1 workflow: new order → invoice in Lexoffice
- Create or match the customer; line items, shipping and tax rates
- Error handling with notification and retry

Prerequisites
- Approval of our collaborator request in Shopify
- Invitation to your n8n instance or Make/Zapier team
- You add the Lexoffice API key as a credential in n8n, Make or Zapier yourself — we never receive it

Acceptance criteria
- 10 test orders produce correct invoices in Lexoffice
- No invoice is created twice
- Failures are reported by email or Slack
- Short documentation is included

Sync HubSpot ↔ Pipedrive

Tasks in the Abo
1 task
48 hours after we start (counted Mon 8 am – Fri 4 pm)

Included scope
- Contacts and companies in both directions
- Up to 15 fields per object, field mapping documented
- Protection against sync loops and duplicates

Prerequisites
- Invitation of our address to HubSpot and Pipedrive
- List of the fields to sync
- Invitation to your n8n instance or Make/Zapier team

Acceptance criteria
- 10 test records sync correctly in both directions
- A change causes no loop and no duplicate
- Failures are reported by email or Slack
- The field mapping is documented

Migrating from Zapier/Make to n8n

Tasks in the Abo
3 tasks
each task 48 hours after we start it (counted Mon 8 am – Fri 4 pm)

Split
1. Inventory of all Zaps or scenarios, the first two rebuilt in n8n
2. Two more Zaps or scenarios rebuilt in n8n
3. Last Zap or scenario rebuilt, cut-over plan and documentation

Included scope
- Up to 5 Zaps or scenarios with up to 10 steps each
- Rebuilt in n8n, including error handling
- Workflows handed over inactive, with a cut-over plan

Prerequisites
- Invitation to your Zapier or Make team (read access is enough)
- Invitation to your n8n instance (cloud or self-hosted)
- Access to the connected systems via invitation

Acceptance criteria
- Each migrated workflow runs 10 test cases without errors
- Results match those of the old workflow
- Credentials live in the credential store, not in the workflow
- Cut-over plan and short documentation are included

Bug Fixing

Bug diagnosis: find the cause, plan the fix

Tasks in the Abo
1 task
48 hours after we start (counted Mon 8 am – Fri 4 pm)

Included scope
- Root-cause analysis for 1 described bug
- Written findings: cause, affected areas, proposed fix
- The fix as the next task(s) in your board's backlog, with acceptance criteria

Prerequisites
- Bug description with steps to reproduce
- Read access to the repository or staging environment via invitation

Acceptance criteria
- Findings name the root cause or the remaining hypotheses
- Findings list the affected files or components
- The fix is in the backlog as task(s) with acceptance criteria

Fix a Next.js “Hydration failed” error

Tasks in the Abo
1 task
48 hours after we start (counted Mon 8 am – Fri 4 pm)

Included scope
- 1 hydration error on up to 3 affected pages
- Fix as a pull request with a root-cause note

Prerequisites
- Invitation of our address to the repository (write access)
- URL or steps where the error occurs

Acceptance criteria
- The hydration warning no longer appears on the affected pages
- Build and existing tests pass
- No new errors in the browser console

WordPress: critical error after a plugin update

Tasks in the Abo
1 task
48 hours after we start (counted Mon 8 am – Fri 4 pm)

Included scope
- Find the cause of the critical error on the staging copy
- Fix: resolve the conflict, patch the plugin or pin a version
- Short note on the root cause

Prerequisites
- A staging copy of the website
- An administrator user for our address on the staging site

Acceptance criteria
- The site loads without a critical error
- The updated plugin works in the agreed scenario
- No new PHP errors in the log

Vercel build failing after a framework upgrade

Tasks in the Abo
1 task
48 hours after we start (counted Mon 8 am – Fri 4 pm)

Included scope
- Fix build errors after 1 major upgrade (e.g. Next.js)
- Update or replace incompatible dependencies
- Fix as a pull request with a preview deployment

Prerequisites
- Invitation of our address to the repository (write access)
- Build log of the failed deployment

Acceptance criteria
- The build passes on Vercel
- Existing tests pass
- The agreed pages work in the preview deployment
- No new errors in the browser console

Adjust a Shopify theme without extra apps

Tasks in the Abo
1 task
48 hours after we start (counted Mon 8 am – Fri 4 pm)

Included scope
- Up to 3 changes to sections or templates
- Built in the theme's Liquid, CSS and JavaScript
- Work in a copy of your theme with a preview link

Prerequisites
- Approval of our collaborator request in Shopify
- Description or sketch of the requested changes

Acceptance criteria
- The agreed changes are visible in the preview
- Displays correctly on desktop and smartphone
- No additional app installed
- No new errors in the browser console

Programming

Script for a recurring task (Python or Node.js)

Tasks in the Abo
1 task
48 hours after we start (counted Mon 8 am – Fri 4 pm)

Included scope
- 1 script with one clearly described job (e.g. reconcile, export, rename)
- Configuration via environment variables, no credentials in the code
- README: installation, usage, scheduling

Prerequisites
- Sample input data and the expected output
- Where the script should run (server, workstation, cloud function)

Acceptance criteria
- The script turns the sample data into the expected output
- Invalid input produces a clear message instead of a crash
- No credentials in the code

New feature in an existing web app

Tasks in the Abo
1 task
48 hours after we start (counted Mon 8 am – Fri 4 pm)

Included scope
- 1 contained feature (e.g. filter, export, form field with validation)
- Up to 3 affected pages or components
- Tests for the new feature
- Pull request with description and screenshots

Prerequisites
- Invitation of our address to the repository (write access to a branch)
- Local setup guide or staging environment
- Description with one concrete example

Acceptance criteria
- The feature behaves as described in the agreed cases
- Build and existing tests pass, new tests cover the feature
- No new errors in the browser console
- Change delivered as a pull request with a description

REST API endpoint with validation and documentation

Tasks in the Abo
1 task
48 hours after we start (counted Mon 8 am – Fri 4 pm)

Included scope
- Up to 2 endpoints (e.g. read and create) in your existing API
- Input validation and clear error codes
- Documentation (OpenAPI or README) with example calls

Prerequisites
- Invitation of our address to the repository
- Description of the data the endpoint returns or accepts
- Test or staging database, not production

Acceptance criteria
- The example calls in the documentation return the described responses
- Invalid input is rejected with a 4xx and a clear message
- Tests for success and error cases pass
- No credentials in the code

Documents & Data

Fill a PDF form automatically from a spreadsheet

Tasks in the Abo
1 task
48 hours after we start (counted Mon 8 am – Fri 4 pm)

Included scope
- 1 PDF template, up to 30 fields
- 1 PDF per row from Excel or Google Sheets
- Short guide for running it again

Prerequisites
- PDF template and sample spreadsheet in a folder shared with our address

Acceptance criteria
- Each row of the sample spreadsheet produces a correctly filled PDF
- Umlauts and special characters display correctly
- Output lands in the agreed folder
- Short documentation is included

Extract email attachments with AI → Google Sheet or DATEV folder

Tasks in the Abo
1 task
48 hours after we start (counted Mon 8 am – Fri 4 pm)

Included scope
- 1 mailbox or label as the source
- 1 document type, up to 10 fields
- Stored as a row in a Google Sheet or a file in the DATEV folder

Prerequisites
- 10–20 anonymised sample documents in a shared folder
- Mailbox access via delegation or forwarding, not a password

Acceptance criteria
- Required fields are extracted correctly from the agreed sample documents
- Uncertain values are flagged instead of silently accepted
- Output lands in the agreed target format or system
- Short documentation is included

Replace an Excel macro with an automation

Tasks in the Abo
1 task
48 hours after we start (counted Mon 8 am – Fri 4 pm)

Included scope
- 1 VBA macro of up to about 300 lines
- Rebuilt as a script, Office Script or workflow
- Same results as the macro, without starting it manually in Excel

Prerequisites
- Workbook with the macro and sample data in a folder shared with our address
- Description of when and how the macro runs today

Acceptance criteria
- The sample data produces the same result as the macro
- Runs without opening the workbook manually
- Failures are reported by email
- Short documentation is included

Extract and validate supplier invoices, then pass them to accounting

Tasks in the Abo
3 tasks
each task 48 hours after we start it (counted Mon 8 am – Fri 4 pm)

Split
1 Extraction of the sample invoices (PDF, scan, XRechnung/ZUGFeRD) into a review table
2 Validation against supplier master data and up to 5 rules, uncertain cases into the review list
3 Handover of approved invoices to 1 target system, documentation

Included scope
- Extraction of PDF and scanned invoices incl. XRechnung/ZUGFeRD
- Validation against supplier master data and up to 5 rules
- Uncertain cases go to a review list, not into accounting
- Handover to 1 target system (e.g. DATEV folder, Lexoffice, CSV)

Prerequisites
- 20–30 sample invoices and the supplier list in a shared folder
- Access to the target system via invitation, not a password
- Your validation rules (e.g. amount limits, mandatory details)

Acceptance criteria
- Required fields are extracted correctly from the agreed sample invoices
- Rule violations and uncertain values land in the review list
- Approved invoices arrive in the target system
- Short documentation is included

AI Integration

Categorise incoming requests with AI

Tasks in the Abo
1 task
48 hours after we start (counted Mon 8 am – Fri 4 pm)

Included scope
- 1 inbound channel (mailbox, form or ticket system)
- Up to 8 categories, result written as a label or field
- Uncertain cases get the category “Review”

Prerequisites
- List of categories with 3–5 sample requests each
- Access to the inbound channel via invitation, not a password

Acceptance criteria
- The agreed test requests are assigned to the right category
- Uncertain cases land in “Review” instead of being guessed
- API keys are kept server-side or in the credential store

Integrate the ChatGPT or Claude API into existing software

Tasks in the Abo
1 task
48 hours after we start (counted Mon 8 am – Fri 4 pm)

Included scope
- 1 AI feature (e.g. summarise, draft, extract)
- Server-side API call with error and timeout handling
- AI disclosure in the user interface
- Delivered as a pull request

Prerequisites
- Invitation of our address to the repository (write access)
- You store the API key of your account as a secret in the repository or your hosting environment yourself — we never receive it
- 5–10 test inputs with the expected result

Acceptance criteria
- The feature returns usable results for the agreed test inputs
- API errors and timeouts are caught and shown
- AI disclosure is visible to users
- API keys are kept server-side, not in the frontend

AI assistant on your own documents (RAG)

Tasks in the Abo
3 tasks
each task 48 hours after we start it (counted Mon 8 am – Fri 4 pm)

Split
1 Documents indexed; search returns matching passages with sources
2 Answers from the passages found, hand-over when grounding is missing, AI disclosure
3 1 interface (web widget, internal tool or Slack) and a guide for updating the documents

Included scope
- Up to 500 documents (PDF, Word, web pages) indexed
- Answers with sources; hands over when grounding is missing
- 1 interface: web widget, internal tool or Slack
- Guide for updating the document set

Prerequisites
- Documents in a folder shared with our address
- 20 test questions with the expected answer
- Hosting access or API account via invitation, not a password

Acceptance criteria
- The feature answers the agreed test questions correctly
- Without grounding, the assistant hands over instead of guessing
- AI disclosure is visible to users
- API keys are kept server-side, not in the frontend

Your task isn't listed? Put it on your board anyway — before we start, we check that it fits into 48 hours (counted Mon 8 am – Fri 4 pm) and otherwise split it with you into several tasks. First task free: techmg.de/en/start

Monthly prices (net plus VAT), term and conditions of the Prozess-Abo: techmg.de/en/preise