



DELMON

Software Engineering & AI Solutions

Company Profile & Client Handbook

How We Work · How We Support Our Clients



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www.delmon.site



Cairo, Egypt



About DELMON

DELMON is a software engineering and artificial intelligence company. We design, build, and maintain custom software products and AI-driven solutions for businesses that want reliable technology built around their real needs — from web and mobile applications to intelligent automation, data solutions, and AI-powered systems.

Our mission is simple: turn ideas into working, dependable software, and turn data into decisions — while keeping our clients informed and in control at every stage.

What We Do

- Custom software development (web, mobile, and back-end systems)
- Artificial intelligence and machine learning solutions
- Computer vision and industrial AI (CCTV analytics and safety monitoring)
- Process automation and intelligent workflow tools
- Data engineering, analytics, and AI-powered dashboards
- Technical consulting, system architecture, and integration
- Maintenance, support, and long-term product growth



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How We Work — Our Process

Every project at DELMON follows a clear, transparent process. This keeps expectations aligned, timelines realistic, and quality consistent from the first conversation to the final delivery.

1	Discovery & Requirements We meet with the client to understand the business goal, current challenges, technical environment, and constraints. We document the scope and success criteria together.
2	Proposal & Planning We define the solution approach, timeline, deliverables, and cost. A written proposal is shared and agreed upon before any development starts.
3	Design & Architecture We plan the technical architecture, data flow, and (for AI projects) the model and data strategy, then share it with the client for review.
4	Development Work is done in short, iterative cycles (sprints). The client receives regular progress updates and can review work in progress rather than waiting until the end.
5	Testing & Quality Assurance Every feature is tested for functionality, performance, and security before it is presented as complete.
6	Delivery & Deployment The solution is deployed to the agreed environment, with documentation and a handover session for the client's team.
7	Support & Growth After launch, we provide a support period, monitor performance, and remain available for future enhancements as the business grows.



How We Support Our Clients

Our relationship with clients is built on clarity, honesty, and responsiveness. The following principles guide every client interaction:

1. Clear Communication

We use a single agreed communication channel (email, WhatsApp, or a project management tool) and provide scheduled updates, so the client always knows the current status of their project.

2. Transparent Scope & Pricing

Before work begins, the client receives a written scope of work and a cost estimate. Any change request is documented and priced before implementation — no hidden costs or surprise changes.

3. Realistic Timelines

We commit only to timelines we can meet. If a risk to the schedule appears, we inform the client immediately and propose solutions.

4. Confidentiality & Data Security

Client data, business information, and source code are treated as strictly confidential. Non-disclosure agreements (NDAs) are available on request.

5. Responsive Support

Support requests are acknowledged promptly, categorized by urgency, and resolved according to the agreed service level.

6. Continuous Feedback

We actively ask clients for feedback throughout the project — not only at the end — so issues are caught early and the final result truly matches expectations.



Contact Us

We welcome the opportunity to discuss your project.

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- Email: info@delmon.site
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