

# **WORDPRESS WEBSITE SUPPORT & MAINTENANCE PACKAGES**

**START  DESIGN**

## A. Bronze Level Support

### **Core Support**

- i. Email & Telephone support: during standard hours of trade (weekdays 9am to 5pm); max 8 hours response time to investigate and resolve issues.
- ii. Weekly backups of the website files and database. Check backup logs, resolve any issues.
- iii. Web hosting: we provide hands-on technical support and support for your web hosting in case of any web hosting issues.
- iv. Keeping wordpress core software, plugins up to date on test and live wordpress platform, resolving compatibility issues with plugins.
- iv. Maintain a test development server for testing and a production server for the live website. Rollout changes to test server before deploying to live environment.
- vi. Managing and monitoring of Google web master tools and Google web analytics for website issues.
- vii. Website protection: should someone maliciously attack your website, deface it, or similar detriment we will restore your website to full working order and then secure it on your behalf.

**Monthly Cost:** £175 per month

Weekend Support available from 10.00am - 5pm  
Sat & Sun at cost of £45 per hour

Additional hours or custom web development will be quoted for on a separate basis, over and above the '**Bronze Level Support**'

Additional web development and anything not covered can be provided at a discount rate of **£35 per hour**.

## **B. Gold Level Support**

### **Core Support**

- i. Email & Telephone support: during standard hours of trade (weekdays 9am to 5pm); max 8 hours response time to investigate and resolve issues.
- ii. Weekly backups of the website files and database. Check backup logs, resolve any issues.
- iii. Web hosting: we provide hands-on technical support and support for your web hosting
- iv. Keeping wordpress core software, plugins up to date on test and live wordpress platform, resolving compatibility issues with plugins, renewing plugin subscriptions.
- v. Maintain a test development server for testing and a production server for the live website. Rollout changes to test server before deploying to live environment.
- vi. Managing and monitoring of Google web master tools and Google web analytics for website issues.
- vii. Website protection: should someone maliciously attack your website, deface it, or similar detriment we will restore your website to full working order and then secure it on your behalf.

plus

- viii. Theme updates & support & annual update to the wordpress theme, testing, resolve theme issues, rollout to live environment.



## Plus Monthly Website Development

We perform any development work on your website as directed such as: (up to 2 hours per month)

- i. Enhancing website functionality
- ii. installing web applications
- iii. coding tasks (e.g., PHP, HTML, CSS, Javascript).
- iv. Creating new wordpress template page designs, email template/newsletters

\* We guarantee a response time of 10 working days for web development changes.

**Monthly Cost:** £250 per month

Weekend Support available from 10.00am -5pm Sat  
Sun at cost of £45 per hour

Additional hours or custom web development will be quoted for on a separate basis, over and above the 'Gold Level Support'

Additional can be provided at a discounted rate of £35 per hour

## C. Platinum Level Support

### **Core Support**

i. Email & Telephone support: during standard hours of trade (weekdays 9am to 5pm); max 4 hours response time to investigate and resolve issues.

ii. Weekly backups of the website files and database. Check backup logs, resolve any issues.

iii. Web hosting: we provide hands-on technical support and support for your web hosting

iv. Keeping wordpress core software, plugins up to date on test and live wordpress platform, resolving compatibility issues with plugins, renewing plugin subscriptions.

v. Maintain a test development server for testing and a production server for the live website. Rollout changes to test server before deploying to live environment.

vi. Managing and monitoring of Google web master tools and Google web analytics for website issues.

vii. Website protection: should someone maliciously attack your website, deface it, or similar detriment we will restore your website to full working order and then secure it on your behalf.

plus

viii. Theme updates & support & annual update to the wordpress theme, testing, resolve theme issues, rollout to live environment.

## Plus Monthly Website Development

We perform any development work on your website as directed such as: (up to 4 hours per month)

- i. Enhancing website functionality
- ii. installing web applications
- iii. coding tasks (e.g., PHP, HTML, CSS, Javascript).
- iv. Creating new wordpress template page designs, email template/newsletters

\* We guarantee a response time of 5 working days for web development changes.

**Monthly Cost:** £350 per month

Weekend Support available from 10.00am - 5pm  
Sat, Sun at cost of £45 per hour

Additional hours or custom web development will be quoted for on a separate basis, over and above the 'Platinum Level Support'

Additional can be provided at a discounted rate of £35 per hour