WEBSITE SUPPORT AND MAINTENANCE PACKAGES

deeperblue™

LET US HELP YOU KEEP YOUR WEBSITE WORKING

Getting a great website designed and built is only part of the solution for your company's online presence. What every business should have to back this up, is a reactive and responsive web support service, post launch.

Problems can and do occur from time-to-time, as web-based technology is fast-paced and continually changing. On top of this, there will always be those occasions when you will want to make urgent changes to your site prior to an important presentation, business meeting or when your products or services change.

At Deeper Blue, we can offer your business a cost effective service to help ensure your business receives the technical support it deserves. We offer a range of website support and maintenance services to suit your requirements and budget, helping you to keep your website up-to-date. Our team will work with you to ensure that we provide a real-time solution that is measurable for your aims and objectives.

WEBSITE SUPPORT AND MAINTENANCE PACKAGES

Pay-Per Incident Support - £75 per hour

Need occasional help updating or adding something to your website? This service is perfect for you.

- No monthly commitment. Use this service occasionally or as often as you need it.
- 4 business days turn around time.

Essential Website Support - £49.50 per Month

- Email Support: Send us an email when you have questions about your website and we will assist you with either written or telephone instructions.
- Up to 1 hours work on your site each month for minor changes to existing website content with all text and images supplied to us digitally. *(Unused hours do not rollover)*.
- Monthly back-up of your database and site content.
- 2-3 business days turn around time.
- Additional time billed at £75 per hour.
- Minimum 12 month contract.

Premium Website Support - £99.50 per month

In addition to the services offered in our Standard Website Support package you will also receive:

- Changes to website navigation, additional pages and website content, with all text and images supplied to us digitally. *(Within the 2 hours support time)*.
- Up to 2 hours of support for website content updates each month. If you're pressed for time or resources, we can help you add or edit content on your website, with all text and images supplied to us digitally *(Unused hours do not rollover)*.
- Weekly back-up of your database and site content.
- Security Audit & Scan of site-wide files to secure and protect against your site being hacked.
- CMS Updates: We'll update your website when a new, stable release, of the CMS is available.
- Extension Updates: Updates to the latest stable release of supported extensions if required. *(Depending on the framework your site is built in, this may require a yearly license fee for some extensions - invoiced serarately.)*
- 1-2 business days turn around time.
- Additional time billed at discounted rate of £37.50 per hour.
- Minimum 12 month contract.

Platinum Website Support - £139.50 per month

In addition to the all services and features offered in our Premium Website Support package you will also receive:

- A new website every 24 months*

- Minimum 24 month contract

SUPPORT COMPARISON

	Essential	Premium	Platinum
Email Support	✔	✔	✔
Hours per Month	1	2	2
Changes to Content	✔	✔	✔
Navigation Changes		✔	✔
Additional Pages		✔	✔
CMS Updates		✔	✔
Extension Updates		✔	✔
Site Back-Up	Monthly	Weekly	Weekly
Site Audit/Malware Scan		Weekly	Weekly
New Website*			✔
Turn Around Time	2-3 Business Days	1-2 Business Days	1-2 Business Days
Contract Terms	12 Months	12 Months	24 Months
Monthly Cost	**£49.50**	**£99.50**	**£139.50**

Our Pay-Per Incident Support can be used at anytime, just give us a call and let us know what you need. To sign-up to one of our Monthly Support Packages, contact us on 01253 405 303 to discuss your requirements

* This is a like-for like re-design of your existing website using its current content and structure. Any major additions to structure or functionality will be quoted separately and you will be given an additional 25% off our standard hourly rate.

Support is only offered during office hours of 9am to 5.30pm Monday to Friday. It does not cover periods when the office is closed, including weekends, bank holidays and the annual office closure over the Christmas period (dates will be advised).

E-COMMERCE SUPPORT AND MAINTENANCE PACKAGES

Pay-Per Incident Support - £75 per hour

Need occasional help updating or adding something to your website? This service is perfect for you.

- No monthly commitment. Use this service occasionally or as often as you need it.
- 4 business days turn around time.

Essential E-Commerce Support - £110.00 per Month

- Email Support: Send us an email when you have questions about your website and we will assist you with either written or telephone instructions.
- Up to 1/2 hour of support for website content updates each month. If you're pressed for time or resources, we can help you add or edit content on your website, with all text and images supplied to us digitally *(Unused hours do not rollover)*.
- Changes to website navigation, additional pages and website content, with all text and images supplied to us digitally *(Within the 1/2 hour support time)*.
- 2 Weekly back-up of your database and site content.
- Security Audit & Scan of site-wide files to secure and protect against your site being hacked.
- Platform Updates: We'll update your website when a new, stable release, of your e-commerce platform is available.
- Extension Updates: Updates to the latest stable release of supported extensions if required. *(Depending on the framework your site is built in, this may require a yearly license fee for some extensions - invoiced separately.)*
- 2-3 business days turn around time.
- Additional time billed at our hourly rate of £75 per hour.
- Minimum 12 month contract.

Premium E-Commerce Support - £159.50 per month

In addition to the services offered in our Standard Website Support package you will also receive:

- Up to 1 hour of support for website content updates each month. If you're pressed for time or resources, we can help you add or edit content on your website, with all text and images supplied to us digitally *(Unused hours do not rollover)*.
- Weekly back-up of your site and content
- 1-2 business days turn around time.
- Additional time billed at discounted rate of £37.50 per hour.
- Minimum 12 month contract.

SUPPORT COMPARISON

	Essential	Premium
Email Support	✔	✔
Hours per Month	1/2	1
Changes to Content	✔	✔
Navigation Changes	✔	✔
Additional Pages	✔	✔
CMS Updates	✔	✔
Extension Updates*	✔	✔
Site Back-Up	2 Weekly	Weekly
Site Audit/Malware Scan	2 Weekly	Weekly
Turn Around Time	2 -3 Business Days	1-2 Business Days
Additional Time Billed At	£75	£37.50
Contract Terms	12 Months	12 Months
Monthly Cost	**£110.00**	**£159.50**

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