WEBSITE MAINTENANCE

Maintaining your WordPress website to reduce risk, increase security and give you peace of mind.

mavenmauve.au

INCLUSIONS:

- Weekly backups
- Fortnightly checks for plugin, theme, WordPress updates
- Daily vulnerability checks
- Fortnightly broken link checks
- Site recovery assistance*
- A half hour of support time**

BENEFITS

Weekly backups
Ensure that in the worst case scenario, you don't loose too much of your recent information on the site

Fortnightly updates
Keep your website up to date to prevent security vulnerabilities

Vulnerability checks
Minimising how long a vulnerability may be on the website

Broken link checks
Minimising the risk of people ending up on a 404 page

Site recovery assistance
Cleaning & scanning the website, uploading the most recent known safe backup, removing suspicious files

Support time
Monthly support time included - support provided for minor website changes, blog scheduling, image changes etc.

PRICE: $97/MONTH

AT A GLANCE

PRICE: $97/month

Weekly backups
Fortnightly updates
Daily vulnerability checks
Fortnightly broken link checks
Site recovery assistance (if required)
A half hour of support time (if required)

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SITE RECOVERY ASSISTANCE

This applies to site rollbacks in case of issue of accidental deletion of content or assistance in cleaning and restoring a website that has been corrupted whether by being hacked or other.

Site recovery cannot occur for websites that are down because of non-payment or other hosting issues until that issue has been rectified with the hosting provider.

In all instances of site recovery, the site will be rolled back to the last clean and correct version of the site based on backups taken during the maintenance period. This may mean you lose some new content but as backups are weekly, you shouldn't lose too much.

Depending on how the website has been corrupted, full recovery may not be able to be achieved by Maven Mauve, however all cleaning, recovery details attempted as well as recommendations on how to proceed will be provided to you. This is unlikely to happen but is a potential issue.

Site recovery assistance is provided once every 12 months for free within your maintenance package; outside of this it would attract a once off $175 urgency fee (including an hour of recovery time), plus $110 for every additional hour (charged in 15 minute blocks).

HALF HOUR SUPPORT TIME

This support time is for updates to content within the layout already designed and can include such things as:

·updating images
·posting a blog
·scheduling blog posts
·text changes and edits on current pages
·adding content to your store (if applicable)
·assistance in adding or deleting users in WordPress or editing their level of access
·and other minor changes (as required)

This half hour support can rollover once if not used – for example if you do not use January's support time, this can be used in February for a total of an hour support; but if not used in February then you will not receive an hour and a half support time in March.

CONTENT PACKAGES

Ongoing web support retainer packages

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INFORMATION:

This is for clients who need support more for content than protection. These retainer packages are at a reduced rate compared to my normal hourly rate, and the savings build up the more hours selected.

Inclusions of support given can be:
·updating images
·posting a blog
·scheduling blog posts
·text changes and edits on current pages
·adding content to your store (if applicable)
·adding content to your ecourse (if applicable)
·assistance in adding or deleting users in WordPress or editing their level of access
·and other minor changes (as required)

PRICING:

5 Hours	10 Hours	25 Hours
$500/month	**$950/month**	**$2300/month**
Priority email support	Priority email support	Priority email support
Backup prior to updates	Backup prior to updates	Backup prior to updates
1-2 business day turn around	1 business day turn around	Same day turn around

This support will rollover half the allotted time remaining to the next month. For example, if you have 4 hours remaining in your package, the next month will receive an extra 2 hours of content support time on top of the hours included in your package.

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