# Support and Consultancy Services

Digital Butter offers a range of additional services to help you do everything from keeping your website healthy to increasing your traffic through SEO and Digital Marketing. Contact us today to get yourself signed up!

## Support Plans

Our support packages come with a rock solid service level agreement and are bundled with tokens that allow you to request updates in content or layout for your live website. Our fully automated issue resolution system integrates right into your MODX installation.

|  | SILVER | GOLD | PLATINUM |
|---|---|---|---|
| **Unlimited Support Tickets** | YES | YES | YES |
| **Web Tickets** | 24x7x365 | 24x7x365 | 24x7x365 |
| **Phone Support** | - | - | Yes |
| **Standard Phone Support Hours** | - | - | 8 x 5 |
| **Emergency Phone Support Hours** | - | 8 x 5 | 24 x 7 |
| **Emergency Response SLA\*** | 6 business hours | 4 business hours | 4 hours |
| **Tokens for Change Requests \*\*** | 0 | 4 | 10 |
| **Monthly Rate** | $1,500 | $4,000 | $10,000 |
| **Discount for additional work** | 5% | 10% | 20% |

 \* See the appendix for an expanded definition of our SLA

\*\* Tokens roughly equate to 30 minutes of billable hours. These tokens can be used to add content to a site, alter layout, implement a new feature, translate a page and more.

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# Hosting Plans

Our hosting plans cater to sites with basic requirements to Enterprise needs where load balancing and dedicated fail-over databases are required.

|  | STANDARD | PROFESSIONAL | ENTERPRISE |
|---|---|---|---|
| **Type of hosting** | Shared | Shared | Dedicated |
| **Load Balanced** | - | - | Yes |
| **Additional Node Cost** | - | - | $500 |
| **Google apps setup** | No | Yes | Yes |
| **Database Backups** | Weekly | Hourly | Hourly |
| **Database Recovery Time** | 1 business days | 4 hours | Instant fail-over to another instance |
| **Monthly Price** | $250 | $800 | $3,000 |

# Web Consulting

Turn those bounces into useful impressions. Choose from one of our many web consulting packages and we'll help you better understand how to get more traffic and how to improve your conversion rates. Ask us for a quote on any of the services below.

# Search Engine Optimization (SEO)

Using advanced analytics tools we will monitor how well your site ranks in major search engines. We will provide a full report and schedule a meeting to present suggestions and our findings in Quarterly update meetings.

# SEO & Search Engine Marketing (SEM)

An additional service add-on for our SEO consultancy. We will manage a budget to help you effectively use adwords in leading search engines.

# Electronic Direct Marketing

We will help you contact all your potential customers with a styled email that effectively conveys your brand and service offerings. For every campaign we will provide clear reports with detailed analytics so that you can reflect on the campaign and improve on future ones.

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# Appendix - Expanded SLA

| SEVERITY LEVEL & CRITERIA | RESPONSE TARGET | RESOLUTION TARGET |
|---|---|---|
| **Emergency (Critical Issues)**<br>• Impacts a production environment.<br>• Disabled critical business processes for end customers or for multiple accumulated customers of service providers.<br>• Continuous or near continuous interruption of service.<br>• No workaround available. | **24x7 Response:**<br>Platinum—4 hrs<br><br>**Business Hours:**<br>Gold—4 hrs<br>Silver—6 hrs | **Issues:**<br>will continue to work on the Incident until it is resolved or a workaround is provided. |
| **High (Major Issue)**<br>• Impacts production or development environment, or methods.<br>• In development environment jeopardizes production rollout.<br>• In production environment causes a serious, but non-critical impact, for end-customers or for a service provider due to multiple customers experiencing the same issue.<br>• Intermittent service disruption.<br>• No stable workaround. | 1 Business Day | **Issues:**<br>use reasonable efforts to provide a correction or workaround within five (5) business days.<br><br>**Questions:**<br>use reasonable efforts to answer within two (2) business days. |
| **Medium (Problem)**<br>• Impacts production or development environment, or methods.<br>• In development environment creates a minor impact on activity, but does not jeopardize production rollout.<br>• In production environment creates a minor impact on operations of end customer or for a service provider due to multiple customers experiencing the same issue. | 2 Business Days | **Issues:**<br>will use reasonable efforts to provide a correction or a workaround within ten (10) business days.<br><br>**Questions:**<br>will use reasonable efforts to answer within three (3) business days. |
| **Low (Cosmetic or Inquiry)**<br>• Impacts production or development environment, or methods.<br>• In development, creates little or no impact on activity.<br>• In production environment, creates little or no impact on business operations of end users or of service provider.<br>• Documentation errors or clarity that impacts efficiency.<br>• New or enhanced feature requests that extend or improve functionality of the core framework product | **Issues:**<br>1 Week<br><br>**Questions:**<br>3 Business Days<br><br>**Enhancement Requests:**<br>1 Weeks | **Issues:**<br>will use reasonable efforts to provide corrections within planned release cycles.<br><br>**Questions:**<br>use reasonable efforts to answer within five (5) business days.<br><br>**Enhancement Requests:**<br>use reasonable efforts to clarify, assess, and plan for potential inclusion in a future release. |

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