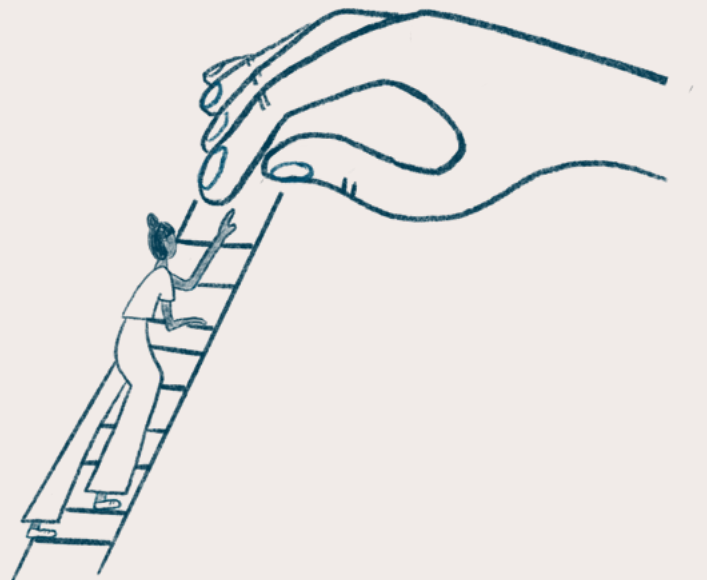


SUPPORT & MAINTENANCE

Kind



Support and maintenance

While we would give you the tools to make any changes to your website yourselves, we'll also be here to help whenever you should need it.

We provide a 60-day warranty on all code from the date of its delivery, but to support you for the long term, making and implementing strategic recommendations, we would suggest an ongoing support contract.

Features

Reactive support

We're ready to assist with any urgent issues that arise and will fit them into our schedule as soon as possible.

Hosting & licensing

Your hosting and licensing costs are all bundled directly into the cost of your support package.

Proactive monitoring

We will set up services to keep an eye on your website and alert us of any errors or downtime and include this in the cost of your monthly support package.

Rollover and borrow hours

Save up to 100% of your monthly studio time by rolling them over to next month or, for urgent tasks, borrow up to 100% from next month.

Craft and plugin updates

Our developers will regularly install plugin updates and updates to the Craft CMS core codebase.

Strategic support

Each quarter, we will deliver recommendations for future features and content updates that will help you reach your short- and long-term objectives.

4-level service agreement

1. Emergency

Entire website is inaccessible.

- **Reporting channel:** Telephone only
- **Response time:** 1 working hour
- **Target for resolution:** 1 working day

2. Essential

Major components of the website are non-operational or severely degraded.

- **Reporting channel:** Telephone only
- **Response time:** 2 working hour
- **Target for resolution:** 3 working days

3. Non-essential

Non-essential components of the website are non-operational or severely degraded.

- **Reporting channel:** Ticketing system
- **Response time:** 1 working day
- **Target for resolution:** 1 week

4. Minor

Cosmetic or non-disabling errors with little impact on the website

- **Reporting channel:** Ticketing system
- **Response time:** 2 working days
- **Target for resolution:** 2 weeks

Standard packages

	Essential £500 pm	Plus £850 pm	Extra £1,500 pm
Monthly studio time	3.5 hours	7 hours	14 hours
Reactive support	✓	✓	✓
Craft and plugin updates	✓	✓	✓
Hosting	✓	✓	✓
Licenses for Craft and plugins	✓	✓	✓
Rollover hours		✓	✓
Borrow hours		✓	✓
Proactive monitoring		✓	✓
Quarterly strategic recommendations		✓	✓
4-level service agreement		✓	✓

Other options

Many of our clients do not need the support and maintenance that comes with a long-term support contract. For them we offer more affordable, simpler support options.

from
£100
per month

Hosting and maintenance

Pay for hosting, licenses and quarterly updates in one monthly payment.

With this package, we carry out Craft and plugin updates every 3 months and ensure that everything is running smoothly via monitoring services.

The cost depends on the amount of traffic you are likely to get and the number of licenses we'll need to pay for. Any additional development required is charged at our standard hourly rate.

£50
per month

Maintenance only

For our clients that simply require us to keep their website running, we offer a maintenance only package.

With this package, we carry out Craft and plugin updates every 3 months and ensure that everything is running smoothly via monitoring services.

Any additional development required is charged at our standard hourly rate.

£110
per hour

Pay as you go

With pay as you go support, we'll only work on your website when you ask us to and will charge our standard hourly rate.

Any work will need to be booked into our schedule, so it could be up to a month before we fit your work in, so best to plan ahead where possible.

£100
per hour

Support credits

For those with up-front budget to spend, we offer support credits that can be used any time within a 12-month period.

There is a minimum purchase of 21 hours (credits).

WE'RE IN THIS FOR THE LONG HAUL

We work as partners with our clients, rather than simply service providers, so we can see the impact of our work and help you to continually deliver more.

Speak to Mat or Michelle

0115 727 0990

hello@madebykind.com

