Care Plans

You have invested quite a sum of money into giving your business the best online presence it can have. When it comes to your site, would you not want the same amount of care taken protecting your investment as there was creating it?

Our Care Plans are the perfect way to give yourself that peace of mind, that your site is in safe hands and will continue running smoothly. Whether you're a small business owner or a head of a marketing department, you're a busy person- the last thing you need is unforeseen website issues that affect your business.

A Care Plan is the perfect answer to this dilemma. You choose the level of cover that best suits your business's needs, and we provide high quality, reliable service to keep you and your website up and running.

Plans

PROFESSIONAL WEBSOLUTIONS
TECHNOLOGY SOLUTIONS FOR YOUR BUSINESS

	Sustain	Grow	Dominate
The Basics			
WordPress Optimised Website Hosting	✓	✓	✓
WooCommerce Website Hosting	+$30 p.m.	✓	✓
Custom Website Hosting	+$30 p.m.	✓	✓
Resource Heavy Website Hosting	+$80 p.m.	+$40 p.m.	✓
SSL Certificate	✓	✓	✓
Premium Theme and Plugins	✓	✓	✓
Additional Premium Plug-ins	+$15p.m. ea	✓	✓
Access to PWS Support	$47 Each	✓	Priority
Maintenance			
Daily Plugin Updates	✓	✓	✓
Theme and Core Updates	✓	✓	✓
Broken Link Detecting	✓	✓	✓
Broken Link Fixing	$47 per link	✓	✓
Monthly Reporting		✓	✓
Minor Changes per month	2	8	Unlimited
One Page Website			✓
Reliability			
Uptime Monitoring interval	5m	60s	60s
Backups	Daily	Daily	Daily
Restore Backups	$47 each	✓	✓
DNS Security	✓	✓	✓
Global Anycast DNS	✓	✓	✓
Security			
DDoS Protection	✓	✓	✓
100% Uptime against DDoS			✓
Malware Scanning	✓	✓	✓
Malware Cleaning	$197	✓	✓
Spam Protection	✓	✓	✓
TLS Optimisation	✓	✓	✓
Performance			
Global CDN	✓	✓	✓
Automatic Static Content Caching	✓	✓	✓
Image Optimisation		✓	✓
Mobile Speed Optimisation		✓	✓
Ongoing Speed Monitoring and Optimisation			✓
Per month – ex GST	$180	$470	$1970

The Basics

- WordPress Optimised Website Hosting:
Hosting designed for basic WordPress sites. Includes 25Gb disk space, 100Gb Bandwidth, 1024Mb Dedicated RAM and 2600 Dedicated CPU Cycles.

- WooCommerce Website Hosting:
Hosting for sites that have an eCommerce store. Includes 50Gb disk space, 200Gb Bandwidth, 2048Mb Dedicated RAM and 5200 Dedicated CPU Cycles.

- Custom Website Hosting:
Hosting for WordPress sites that don't have an eCommerce store but have custom features or plugins that require increased resources. Same hosting capabilities as WooCommerce Hosting.

- Resource Heavy Website Hosting:
Hosting for sites with a large database, large volume of traffic, a busy eCommerce store or is otherwise very resource-intensive. Comes with 100Gb disk space, 400Gb Bandwidth, 4096Mb Dedicated RAM and 5200 Dedicated CPU Cycles.

- SSL Certificate:
All traffic between your site visitors and the server is encrypted.

- Additional Premium Plugins:
Allows access to a range of extra plugins, such as advanced gallery creation, event booking software, member creation capabilities and much more.

- Access to PWS Support:
Access to support tickets for any site questions or issues.

Maintenance

- Daily Plugin Updates:
Plugin updates are detected and safely executed, Monday through Friday.

- Theme and Core Updates:
If your site needs a theme or core update, it will be applied.

- Broken Link Detecting:
Detects links on your site without a destination.

- Broken Link Fixing:
We confirm with you where the link is meant to go, and fix accordingly.

- Monthly Reporting:
Receive monthly reports detailing the status of your site, including traffic, the updates applied over the month, and more.

- Minor Changes Per Month:
Allows you to request content editing tasks for your site, from text addition/removal to image uploads and page structure changing. Each task has a 30 minute time limit, and there are options available if you would like any larger changes made.

- One Page Site:
Gain access to our exciting One Page site product. Every month, you will receive a fully functional website (including hosting) with completely customisable content. Contact us for more details on this valuable offer.

Feature Description

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Reliability

- Uptime Monitoring Interval:
Pings your site to check if it's online. In the event of down-time the response depends on the tier.

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Downtime is remediated if the cause is WordPress related.	Downtime is remediated regardless of cause.	100% uptime SLA.

- Backups:
Takes a backup of your site in case it breaks. 90 days of backups stored.

- Restore Backups:
Restores your site to any of the backups that have been created

- DNSSecurity:
Ensures that site traffic is directed to the correct server, without being intercepted.

- GlobalAnycast DNS:
Ensures fast response times globally.

Security

- DDoS Protection:
Protects against your site being taken down by volumetric traffic.

- 100% Uptime against DDoS:
Protects against DDoS attacks of any size.

- Malware Scanning:
Scans your site daily for malware.

- Malware Cleaning:
Removal of any found malware.

- Spam Protection:
Detects if a spammer is commenting on your site and protects accordingly.

- TLS Optimisation:
Speeds up the advanced security procedures of TLS, loading site data quicker and more securely.

Performance

- Global Content Delivery Network (CDN):
Decreases loading time for site pages and improves performance.

- Automatic Static Content Caching:
Saves CPU bandwidth by serving static content from data centres.

- Image Optimisation:
Applies 'lossless' image optimisation, reducing average image size by 35%.

- Mobile Optimisation:
Detects browser of site visitor, optimising load times of images for mobiles.

- Ongoing Speed Monitoring and Optimisation:
When your site is checked using Pingdom and GTMetrix speed testing, you are guaranteed a Grade A result.