

Design, Build, & Support.

because your
website launch
is only the beginning.



Your website is not a *launch-it-and-leave-it* kind of business asset; it requires frequent attention as it continually works for you and your business or organization. Keeping your website content current and software and plugins updated will:

- give you preference from Google and other search engines—it's called SEO and you'll never be found in the online jungle without it
- keep hackers away—like any bully, they favor an easy target so don't be one!
- adds credibility with your clients and prospects and sets you apart from your competitors

It is essential that your ALL your website's software be kept up-to-date.

Many of WordPress' frequent software updates include security patches that close potential entry points for hackers who love to exploit missing security updates, insecure themes and outdated plugins, just to name a few. We have seen an increase in these malicious attacks, and if your site is targeted, it is a struggle to recover from forced downtime and damaged reputations—and that means a loss of business!

It is critical that your website always has a current backup.

In the event your site is attacked or malfunctions, you'll want a full website backup at your disposal to get your site up and running with as little down time as possible.

After software is updated, it is crucial to confirm the website is still functioning correctly.

Plugins and themes frequently have updates to improve functionality and security. Our approach is to manually update plugins and themes and test that the website is still working properly. There are times when updates introduce conflicts with other software on the site. If we identify issues, we will roll-back the update and notify the theme/plugin author of the issue.



WORDFENCE In order to participate in any of our maintenance plans, we require your site to be protected by **Wordfence**. It's a plugin that includes a firewall and malware scanner built specifically for Wordpress. It helps us keep your site protected. And your additional cost for this software license would normally be \$149+/year, but we include it in the price of all plans! That's what you call a win-win!

the **scaled**
support you need—
when you need it.

PACKAGES

		Software Updated	Support/Design Time Each Quarter	All Plugins Updated	Full Site + Database Backups	Frequency of Maintenance	Content Edits <small>*see restrictions</small>	Design Edits
updates and backups ONLY	Basic For those who have smaller websites that are comfortable maintaining their own website content, don't anticipate needing design changes, but want help with software and plugin updates. Up to 2 hours of support time every quarter. » \$750/year (1 annual payment)	✓	2 hrs support every quarter	✓	✓	3m or as needed	✗	✗
	Basic + Same as "Basic" package but for larger or more complex websites. Up to 3 hours of support time every quarter. » \$950/year (1 annual payment)	✓	3 hrs support every quarter	✓	✓	3m or as needed	✗	✗
complete support	Full Support 20+ pages, 10+ plugins, or special functionality. Design, content edits, all software and plugins updated when needed. Up to 5 hours of design or development time per quarter. » \$1700/year (1 annual payment)	✓	5 hrs design or support every quarter	✓	✓	1wk or as needed	✓	✓

We are happy to consult with you to determine which package best suits your needs. Email kelli@bolddottsdesign.com.

Packages DO NOT INCLUDE: Redesign of the site, including changing any design elements. Logo/graphic creation. Advanced SEO Services. Creation of subdomains or new installations. Installing any new, third-party extensions (core extensions being enabled are acceptable). Changing of the template. Anything else not listed as included in this service. Purchasing any new plugin or software. Fixing and repairing time on your website because of hacking or other reasons that are out of our control.

Note: there is no reimbursement or rollover for unused time.

Check bolddottsdesign.com/maintenance for full details on all packages.