

A photograph of an astronaut in a white spacesuit floating in space against a starry background. The astronaut's helmet is visible, and the suit has NASA patches.

blindspot

See more.

Care & Maintenance Program

Websites aren't entities you stick batteries in and allow to tick faithfully away. Your site needs regular maintenance and TLC in order to function at optimum capacity and truly make this whole process worthwhile. That's why we recommend following best practices in caring for your site.

As you can imagine, each WordPress website is unique. When your site's WordPress core files and plugins are updated, a plugin or customization can break or cause a site issue. It just happens sometimes. When it does, we'll spend a few minutes trying to resolve it, and if it happens to not be a quick fix (5-10 minutes) we'll roll the site back to its latest backup. We'll let you know about the issue and the time and labor it took to resolve it, and then when approved, we'll bill separately as part of your support plan.

SECURITY ISSUES

Even with proactive monitoring and security steps taken, security issues still occur. Our goal is to respond as quickly as possible. We take security very seriously and it's a high priority for our team to get it resolved in a timely fashion. That being said, cleaning a hacked site usually requires 2-4 hours of effort, however, it can take up to 48 hours to resolve the issue. This would be billed separately since it's outside the scope of our maintenance plans.

PEACE OF MIND

The maintenance plans provide you with peace of mind that a professional is performing the regular checks and updates your site requires.

We'll make recommendations related to security, performance, and SEO based on the checks and reports we track. Please note that implementation of those recommendations is not covered in the maintenance plan and would fall under website support hours. Ask us about a website support bundle for discounts on site modifications.

OUR MONTHLY MAINTENANCE WEBMASTER PROGRAM

- Webmaster updates and Care Report
- Update WordPress Core, Theme and Plugins
- Malware: regular scans for viruses
- Backups to website are done weekly
- Google Analytics snapshot included if there is GA code on the site.
- Content changes and coding requests are billed on an hourly basis.
- Websites are like cars, they need to be maintained and sometimes they break down. Maintain your car!

REQUESTS FOR CONTENT CHANGES

Our goal is to respond to content change requests by end of day. These requests will then be placed in the queue with our development team.

We are usually able to make these changes in 24 – 48 hours.

BUSINESS HOURS

We observe traditional business hours.

Monday through Thursday

8 am to 4 pm

Friday

8 am to 12 noon

CONTACT

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