



## Website Care Plans & Hosting

### Support Plan Guide

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## Is your website protected from the latest security threats?

We are all aware of the growing trend of large corporations being hacked, or data being stolen – it's constantly in the news. It is easy to think that your website will never be compromised, but in fact, the smaller websites are the usually the ones most at risk – because they have limited security measures in place.

Every single day the number of malware infections grow. *Why would they want to target me or my business?* Well, quite often it's not a personal thing and is usually a case of a bot or system trying to exploit vulnerabilities. Essentially, it's all about making money from the spam or malicious links that these malware bots inject into your website.

A common one you may have be aware of is the installation of spam on your website – which links to pornographic content or pharmaceutical content. This can be costly to fix – not just in terms of the malware removal fees, but also in terms of the damage that these malware infections can have on your search ranking, as Google and other search engines will penalise you. They will stop ranking your website and any visitor that lands on your website will be warned not to enter, resulting in an embarrassing loss of business and trust.

We can help prevent this and ensure your website is better protected. Discover our site care plans below.

## Shield - Website Care Plan

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- » Backups including database and core
- » Security Patch Updates
- » Theme Updates
- » WP Core Updates
- » Free litespeed website hosting included
- » Free SSL Certificate (if hosted with Bridget Designs)
- » Regular Security Scans
- » 50% Discount on malware removal

Pricing: £25 per month, per site

## Shield PRO – Website Care Plan

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- » Backups including database and core
- » Security Patch Updates
- » Theme Updates
- » WP Core Updates
- » Free litespeed website hosting included
- » Free SSL Certificate (if hosted with Bridget Designs)
- » 24/7 uptime monitoring
- » 24/7 Malware & Blacklist monitoring
- » 24/7 Spam monitoring & protection
- » Protection against malicious attacks
- » Malware Removal included – in the event of an infected website, we will clean out any malware or spam under your site care plan.

Pricing: £45 per month, per site



## Managed – Website Care Plan

- » Backups including database and core
- » Security Patch Updates
- » Theme Updates
- » WP Core Updates
- » Free litespeed website hosting included (PRO hosting)
- » Free SSL Certificate (if hosted with Bridget Designs)
- » 24/7 uptime monitoring
- » 24/7 Malware & Blacklist monitoring
- » 24/7 Spam monitoring & protection
- » 24/7 Expert Support
- » **WooCommerce Compatible**
- » **Maintenance Tasks**
- » Conflict de-bugging, plugin troubleshooting
- » Protection against malicious attacks
- » Malware Removal included – in the event of an infected website, we will clean out any malware or spam under your site care plan.

Pricing: £80 per month, per site



## VIP – Website Care Plan

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- » Backups including database and core
- » Security Patch Updates
- » Theme Updates
- » WP Core Updates
- » Free litespeed website hosting included (PRO hosting)
- » Free SSL Certificate (if hosted with Bridget Designs)
- » 24/7 uptime monitoring
- » 24/7 Malware & Blacklist monitoring
- » 24/7 Spam monitoring & protection
- » 24/7 Expert Support
- » **WooCommerce Compatible**
- » **LMS, Membership & Advanced Functionality Compatible**
- » **Content Edits**
- » **Maintenance Tasks**
- » Speed & Cache optimisation
- » Conflict de-bugging, plugin troubleshooting
- » Protection against malicious attacks
- » Malware Removal included – in the event of an infected website, we will clean out any malware or spam under your site care plan.

Pricing: £110 per month, per site

## WordPress Hosting – Superfast & Secure

Optimised for WordPress & WooCommerce. Benefit from our superfast litespeed website hosting solutions. Engineered with security and blazing fast speed in mind, our WordPress hosting options provide superfast load times and peace of mind – with built in malware scanning, Firewall and Site Care Included.

### Standard Hosting

Included free on our Shield + Shield PRO site care plans.

- Litespeed caching & optimisation setup
- Fully Managed Hosting
- Expert Support
- Malware Scanning & Protection
- WAF Security Firewall
- Free Migration Service
- Free let's encrypt SSL certificate included
- RAM - 1GB cap
- Storage - 20GB SSD
- Email Accounts – Unlimited
- Mailbox Size – upto 1gb per email account

### Pro Hosting

Included free on our “managed” & VIP site care plans.

- Litespeed caching & optimisation setup
- Fully Managed Hosting
- Expert Support
- Malware Scanning & Protection
- WAF Security Firewall
- Free Migration Service
- Free let's encrypt SSL certificate included
- RAM - 2GB cap
- Storage - 50GB SSD
- Email Accounts – Unlimited
- Mailbox Size – upto 1gb per email account

## Support Coverage | Plan Suitability

Shield – Small websites, standard WordPress brochure sites

Shield PRO – Small websites, standard WordPress brochure sites

Managed – Small to medium websites, running WordPress or WooCommerce.

VIP - Medium to large websites, running WC, LMS or membership, or those who need content edits.

## Maintenance Tasks | Examples

Below are some examples of fixes and support coverage that we cover under a maintenance basis for the managed & VIP site care plan.

- Conflict Debugging, Fixing Plugin Errors
- Fix Connectivity Issues, timeouts
- Fixing Contact Form errors
- Installing Plugin of choice
- Malware / Hack Cleanup
- Fixing Media Upload Errors
- Fixing Configuration File
- Reinstallation of WordPress
- Resetting admin password

## Content Edits | Examples

Below are some examples of fixes and support coverage that we cover under a maintenance basis for the VIP site care plan.

- Updating some styling CSS – e.g font size, colour, boldness
- Adding a new page or post from provided word document / instructions
- Adding in a third-party script for google analytics or a plugin with standard setup
- Adjusting provided menu, page, post or widget content upon request
- Adding SEO keyword meta info (provided) to a blog post you have created
- Adding a new product to WooCommerce store, tweaking shipping settings or adjusting shop settings based on request

## FAQ's

### How it works - Tickets

Have an issue? Website question?

There are two ways to submit a ticket:

1 – send an email to [support@bridgetdesigns.co.uk](mailto:support@bridgetdesigns.co.uk)

2 – register ticket by visiting this link here: [bridgetdesigns.co.uk/submit-ticket](https://bridgetdesigns.co.uk/submit-ticket)

### Are there any extra costs involved in hosting our website?

No, there are no extra costs involved.

### Are there any extra costs in migrating to your hosting?

Migrations to our servers are carried out free of charge.

### Will my website be suitable for your hosting?

We can check this for you to make sure before any prior migration or move to our hosting / servers.

### Do I have to have host my website with you?

No, absolutely not. You can have a site care plan in place without hosting your website with us. The benefits of hosting with our servers are usually speed and security related – but it also means we can help if you run into any hosting issues quicker as we have direct access and control.

## Can I have hosting with you but not a site care plan?

Unfortunately, this is not possible as we provide a managed hosting service. This means all the websites on our server are optimised, secure and updated for speed and security. The website care we provide on our plans is integral to ensuring that everything runs smoothly, which is why we only provide hosting for site care customers.

## What is different about your hosting? Why should I host with you?

Generally, there are two benefits – speed and security. Our hosting uses litespeed caching, which is much faster than most other hosting providers. This means your website will likely load quicker than it currently does unless you are already using a litespeed caching system. In terms of security, on our servers we use secure file system storage – keeping each website separate and have a built-in firewall to scan automatically each day for any security issues and protect the servers from any threats.

Additionally, hosting with us if you are on a site care plan will mean that we are able to fix any hosting issues directly on our side and much quicker than your average hosting company as we have direct access and control.

## What happens if I host with you but no longer want to have site care in place?

In this scenario, you would need to find an alternative hosting provider if you wish to no longer have your site care plan in place. But don't worry, we won't make things difficult for you. We would give you or an alternative provider the required access to migrate your hosting away to another server without any costs or cancellation charges involved.

## **I have a change I'd like made on the website but I'm not sure whether it is covered under "content edits".**

In this scenario, simply ask. We'll be happy to advise you. If it's not something that's covered under your 30-minute content edits allowance, we can potentially provide a quote for us to carry out the work outside of the site care plan.

## **I'm having some issues on our website, but I'm not sure whether it is covered under "maintenance tasks".**

In this scenario, simply ask. We'll be happy to advise you. If it's not something that's covered under maintenance, we can potentially provide a quote for us to carry out the work outside of the site care plan.

## **What is the difference between the shield and Shield PRO plans?**

Mainly security. On our shield PRO plans, we provide 24/7 cover for any security issue or malware and will remove it free of charge. Should you run into any issue on our standard shield plan, we can offer to remove the malware for you but there would be a malware removal charge included and this would be carried out during office hours (Monday – Friday 9am – 5pm), as opposed to the shield PRO plan where we have 24/7 cover for fixing any hack rapidly.

## **What is the average response time for general content edits, maintenance tasks and queries?**

Our content edits and maintenance tasks are all carried out between office hours of Monday – Friday (9am – 5pm).

## What if I have an urgent issue? Or my website goes down?

If your website has gone down and you are hosted with us – you can contact us anytime – 24/7. We will respond quickly and investigate the issue for you asap.

In the unlikely event that your website gets hacked – again, contact us anytime 24/7 and we will investigate immediately.

If your website is down but you're not hosted with us, your best approach is to contact your hosting provider directly as only they will have the access and capability to handle any hosting issues on their side.

Customers on managed + VIP plans, even if you are not hosted with us - we can liaise with your hosting provider on any maintenance changes or adjustments that are needed on your website if your host mentions there is an issue with a plugin for example.

## What do you classify as an urgent issue?

We would classify this as an issue such as the website being completely down or inaccessible. Similarly, if the website has been infected with malware – these are both urgent scenarios. Changes or tasks such as update some copy would not be considered an urgent task and this would be carried out during the standard content edits office hours of Monday – Friday (9am – 5pm).

## How long does it take to get the website onto your hosting or system?

For hosting migrations, this can take up to 1 week as DNS has to be updated which can take 72 hours to resolve. Generally, as long as we have all the details we can schedule in the migration to our hosting servers within 72 hours.

With regards to getting set up on our maintenance system, we can do this quite rapidly – within 24 hours on average of signup.

