







## Website Care Plans & Hosting Cover

### Plan Comparison Guide

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## Support Coverage | Plan Suitability – What plan may suit best?

Plan	Shield	Shield PRO	Managed	VIP
				
<b>Suitability</b>	<p>Small websites, standard WordPress brochure sites.</p> <p>Ideal for those on a budget who want to reduce risk of downtime, bugs and malware with regular updates.</p> <p>A must have for any WordPress website.</p>	<p>Small websites, standard WordPress brochure sites who want peace of mind with security and 24/7 malware cover.</p> <p>Considering the costs of malware removal and data breaches – having a 24/7 malware removal team in place can be a great idea!</p>	<p>Small to medium websites, running WordPress or WooCommerce.</p> <p>Ideal for those who need more than just malware and security protection, such as regular maintenance tasks (i.e adjusting settings on your website or fixing bugs).</p>	<p>Medium to large websites, running WC, LMS or membership.</p> <p>The VIP plan is perfect for websites than need regular content changes, edits and tweaks, under our 30-minute content edits we can make regular adjustments for you on posts and pages, saving you time.</p>



## Support Coverage | Plan Comparison

Plan	Shield	Shield PRO	Managed	VIP
<b>General Coverage for maintenance tasks</b>	Not included	Not included	Mon – Fri   9am – 5pm	Mon – Fri   9am – 5pm
<b>General Coverage for content edits</b>	Not included	Not included	Not included	Mon – Fri   9am – 5pm
<b>Hack Fixes / Malware Removal</b>	Not included as standard. <i>If purchased, discounted rate.</i> <i>Mon – Fri   9am – 5pm</i>	Included - 24/7	Included - 24/7	Included - 24/7
<b>Hosting Issues / Downtime</b>	24/7 (if hosted with us)	24/7 (if hosted with us)	24/7 (if hosted with us)  Third-party hosting support is also included in this plan - if you host elsewhere and we can liaise with your hosting provider if there is any specific maintenance or plugin related issues.	24/7 (if hosted with us)  Third-party hosting support is also included in this plan - if you host elsewhere and we can liaise with your hosting provider if there is any specific maintenance or plugin related issues.
<b>Price</b>	<b>£25 /pm</b>	<b>£45 /pm</b>	<b>£80 /pm</b>	<b>£ 110 /pm</b>



## 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 plans.

- Conflict Debugging, Fixing Plugin Errors
- Fix Connectivity Issues, timeouts
- Fixing Contact Form errors - Installing Plugin of choice
- Malware / Hack Clean up
- 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 blog 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

