



BDesigns | Web & Graphic Design

Hosting & Site Care

Our Site Care Plans

Once your beautiful new website from Bridget Designs is finished and ready to launch, we will provide all the tools and training you need to manage the site yourself. This means you can update content and add new pages / images / products yourself and manage your site, portfolio, or shop with ease.

However, there is a lot more to keeping a site running smoothly and securely than just keeping the content up to date. WordPress is a fantastic ever-growing tool, constantly updated with the latest technological advances and security patches. Any essential plugins used on your site will also release regular updates too. This means you can rest assured that the foundation that your website is built on is being constantly improved and maintained. However, to take advantage of these updates, you need to install them manually on a regular basis. While this is easy to do, without technical knowledge you can run into issues. This can potentially lead to bugs and features not working as expected, or worse, the site going down completely.

So why update at all then? WordPress releases updates not just to improve performance, but to keep the software secure and stay one step ahead of hackers who can exploit out of date code to inject malicious content into your website and worse. So, keeping WordPress and plugins up to date is essential to keep your site safe.

We can take the hassle out of keeping your website secure and running smoothly by managing WordPress core file updates and plugin updates for you. Safely and securely updating to the latest version with the option to roll back at any time if needed. Combined with our fast secure hosting, our support plans give you peace of mind and great value for money. Plus, as we are the team that built your site, we are in the best position to manage it ongoing for you. Our site care plans are only available to our clients, so you get a personalised service, for added peace of mind.

Our Plans

Essentials – £35 pcm

Great for standard brochure websites, providing website security monitoring, plugin updates and general site maintenance.

- Free LiteSpeed website hosting (optional but recommended)
- Free SSL certificate (if hosted with Bridget Designs)
- Daily backups including database and core
- Website security patch updates
- Theme updates
- WP Core updates
- 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.
- General maintenance tasks
- Basic de-bugging of plugin issues, conflicts and errors

Managed – £65 pcm

A supercharged version of the Essentials plan, suitable for ecommerce websites and larger sites with more complex functionality.

- Free LiteSpeed PRO website hosting (optional but recommended)
- Free SSL Certificate (if hosted with Bridget Designs)
- Daily backups including database and core
- Website security patch updates
- Theme Updates
- WP Core Updates
- 24/7 uptime monitoring
- 24/7 malware & blacklist monitoring
- 24/7 Spam monitoring & protection
- 24/7 Expert Priority Support
- 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.

Advanced features

- Pro hosting and support
- WooCommerce support
- WooCommerce plugin installation
- Premium plugin licences
- Free staging / demo website
- Advanced maintenance tasks
- Advanced de-bugging & troubleshooting of plugin issues, conflicts and errors
- Liaise with third party plugin support or external hosting providers in the event of an issue.

Examples of Maintenance tasks

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

- 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 and Site Management

Our site care plans are designed to take the worry out of keeping your site secure and to provide support for plugin issues, and other technical maintenance. They do not cover running your site, adding and changing content, or managing your site on a day-to-day basis.

Bridget Designs can provide useful documentation, links to tutorials and one-to-one training should you need help with adding or changing content on your site. For large content updates, Bridget can provide a quote to make those changes based on our rate of £50 per hour. Please contact Bridget on hello@bridgetdesigns.co.uk for more info.

Design & Development

Design and development tasks are not included in the support plans, but we can provide a quote for any work of this nature at our rate of £50 per hour, or on a per project basis. Please contact Bridget on hello@bridgetdesigns.co.uk for more info.

IT Support

We cannot provide IT support for third party programs or email accounts or hosting unless you are hosting with us.

Our Hosting

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 Essentials site care plan.

- LiteSpeed caching & optimisation setup
- Fully Managed Hosting
- Expert Support
- Automated Malware Scanning & Firewall Protection
- WAF Security Firewall
- Free Migration Service
- Free let's encrypt SSL certificate included
- RAM - 1GB cap
- Storage - 10GB SSD
- Email Accounts – Unlimited
- Mailbox Size – up to 1GB per email account

Pro Hosting

Included free on our Managed site care plan.

- LiteSpeed caching & optimisation setup
- Fully Managed Hosting
- Expert Support
- Automated Malware Scanning & Firewall Protection
- WAF Security Firewall
- Free Migration Service
- Free let's encrypt SSL certificate included
- RAM - 2GB cap
- Storage - 30GB SSD
- Email Accounts – Unlimited
- Mailbox Size – up to 1GB per email account

FAQs

How it works – Tickets

Have an issue? Website question?

Register a ticket with the team via email support@bridgetdesigns.co.uk

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.

Do I have to have host my website with you?

No, you can have a site care plan in place without hosting your website with us, but our LiteSpeed hosting is extremely fast and secure, and generally a step up from most standard third-party hosting packages. It comes at no additional cost to the plan, making it very cost effective as well. 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 with other providers.

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.

Please note we do not provide support for migrations away from our hosting, that is the responsibility of the site owner or new hosting provider.

I have a change I'd like made on the website but I'm not sure whether it is covered under my plan?

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

What is the average response time for general maintenance tasks and queries?

Our 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.

For customers on the Managed plan - 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. Other maintenance tasks would be carried out during the standard 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.

Terms & Conditions

Support Channels

Support is provided through our online ticket system only. All support requests must be sent to support@bridgetdesigns.co.uk.

Safety of your login information and sensitive data

All information provided to us is completely safe and confidential. No one will have access to your website except our support team. If third party access is required (for example a plugin developer support team), then you will be notified beforehand.

What support we provide

We only support WordPress websites built by Bridget Designs. We do not provide support for third party themes.

Support not included as part of the site care plans

- Support for websites not built by Bridget Designs
- Graphic design and web design services
- Development services
- Content updates
- Offsite SEO Services
- Email Issues (unless hosted with us)
- General IT issues
- External services set up / management
- Hosting / server issues (unless hosted with us)

We reserve the right to turn down tasks if they are outside the scope of our services.

Opening times

We provide a 24/7 support ticket system but provides no guarantee on the timeframe of when or if a ticket can be resolved.

Urgent Issues (website down, hacked) – 24/7 cover

Maintenance tasks – Monday – Friday 9am – 5pm

Response Times

We do our best to respond to task as soon as possible, usually within 2-4 business hours for all packages.

Payment / Subscription Terms

Payment is taken by direct debit on or around the 25th of the month. On sign up you will be asked to complete a direct debit instruction form online, after which payments will be taken automatically unless you cancel your plan.

Should your payment fail, we will try to take the payment again a maximum of two times within the same month. After that your plan will be suspended until payment is made and your website may be inaccessible until payment is settled. Additionally, suspended accounts will have their account paused on our maintenance system - updates, daily backups, technical support and security monitoring will not be active whilst an account is suspended.

Cancelling

You can cancel your plan at any time with one month's notice. If we are hosting your website for you, you will need to find alternative hosting and are responsible for moving your website onto your new hosting within the time left on your support plan with us. We cannot provide support for migrations away from our servers.

Upgrading and Downgrading

You can upgrade or downgrade your plan at any time, with one month's notice in advance.