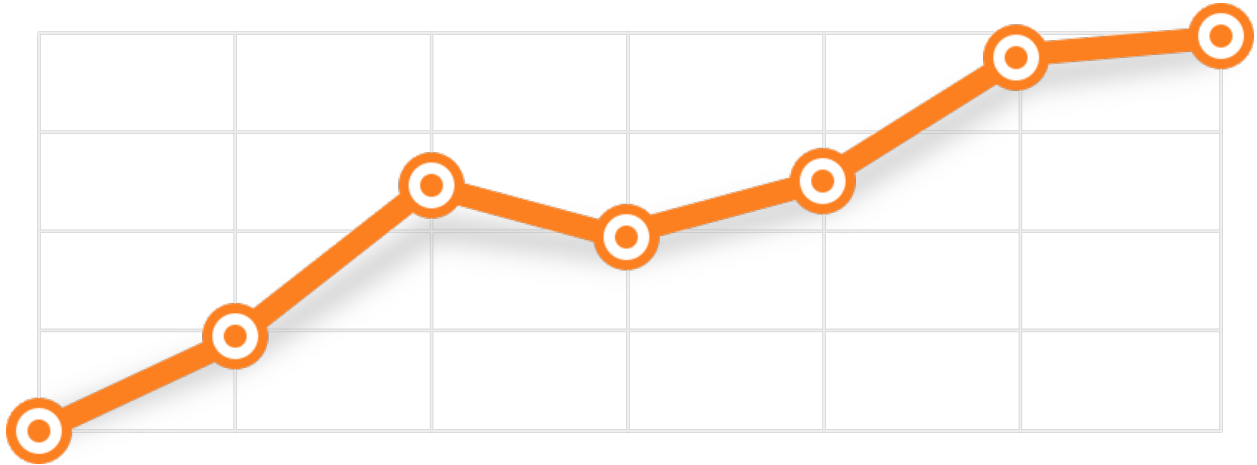


Proactive Site Care & Maintenance Packages



Embarking on the journey of launching a website is an exciting first step. However, it's crucial to understand that maintaining and safeguarding your investment is equally important. That's where [YOUR COMPANY] Proactive Site Care & Maintenance packages come into play. Our team of professionals is dedicated to ensuring that your website remains in impeccable shape, allowing you to focus on what matters most - the growth and success of your business.

Why do you need this?

Protecting Your Valuable Data

At [YOUR COMPANY], we understand you've invested significant time and resources into creating your website's content. That's why we take data security seriously. Our automated, nightly offsite backups ensure your valuable data is safely stored. Additionally, our monthly security patches and upgrades effectively fend off potential hackers. With us, you can bid farewell to the worries of lost content.

Streamlined Changes, No Hassle

Your business is dynamic, and so should be your website. With our services, making content updates and minor changes becomes a breeze. No need to deal with additional contracts, hour tracking, or complex procedures. It's all taken care of seamlessly, just as part of our package.

Accessible Support, Every Step of the Way

Tired of waiting for developers who evade your calls and emails? At [YOUR COMPANY], we prioritize your needs. Our dedicated on-call support team is always available to provide assistance and prompt answers to your questions via chat, email, and phone. Your to-do list, no matter how small, remains our top priority.

Insights into Your Website

Gain valuable insights into your website visitors with our custom-built marketing dashboard powered by Burrow—an exceptional tool. Wonder no more about who is visiting your site and what they're doing there. [YOUR COMPANY] gives you the means to unravel this mystery and make informed decisions.

Maximize the Value of Your Investment

Supercharge your website or web app investment with essential services and preventative maintenance:

- **Website Hosting** – cloud based server with enterprise-grade SSD (solid state drive) for increased storage performance.
- **Git** – version controlled software (VCS). There are many benefits of using VCS: collaboration, storing versions (properly), restoring previous versions, understanding what happened, and backup (a side-effect of using VCS). [More here](#)
- **Off-site Monitored Backups** – for most websites that make use of a database of any sort, losing your database could be fatal. This is crucial and spending a little money on automated backups is a no brainer.
- **Security and Framework Updates** – keeping the software that runs your site up-to-date from serious security exploits. We get notified daily of when updates are available for the software running your site.
- **Server Health Checks** – websites go down, sometimes it's with code, sometimes it's the server or network. Our team gets instantly notified (via email, SMS & twitter) within one minute of your site going down.
- **Web Application Firewall** – protect your websites from a range of online threats from spammers to SQL injections, to DDOS attacks.
- **Content Delivery Network (CDN)** – distribute your content around the world so it's closer to your visitors (speeding up your site).
- **API Upkeep** – do your websites interface with 3rd party API's? External services change over time (Facebook, Twitter, Email platforms, SMS services, etc.). Proactively maintain any API updates
- **Maintenance Requests** – unlimited small changes and content updates (30 min. or less)
- **Guaranteed First Response** – you can expect to receive a guaranteed maximum first response from us within 1 business day.

Affordable Investment

Our tiered plans, starting at an affordable \$400 per month, bring professional security and support within reach for businesses of all sizes. We firmly believe that every company deserves access to top-notch care and believe in making it a reality.

Service	Essential	Professional	Enterprise
Website Hosting	✓	✓	✓
Git	✓	✓	✓
Off-site Monitored Backups	✓	✓	✓
Server Health Checks	✓	✓	✓
Security & Framework Updates	✓	✓	✓
Analytics Dashboard	✓	✓	✓
Web Application Firewall		✓	✓
Content Delivery Network		✓	✓
API Upkeep		✓	✓
Blocked Support			8 hrs
Maintenance Requests	5/month A \$600 value	Unlimited	Unlimited
First Response	24 hrs	12hrs	4 hrs
Monthly Cost	\$400	\$600	\$2,500

– all plans are month-to-month, no long-term agreements or obligations

Next Steps

To take advantage of this service and to start securing, supporting and growing your website, your next steps are:

- Discuss desired plan or services with [YOUR COMPANY].
- Initial and sign on the desired path on the following page
- Sign and email the signed proposal back to [YOUR COMPANY].
- An invoice will be generated and first months payment is required upon execution of this agreement

Select Package

Please initial the desired level below.

(initial)

I. Essential (\$400/m)

— or —

II. Professional (\$600/m)

— or —

III. Enterprise (\$2,500/m)

Terms & Conditions

By signing, client authorizes initiation of services described above at the desired service level. Any additional items that go above and beyond the budgeted scope of services will be estimated and approved upon. This agreement is good for 30 days. The first payment of \$_____ is due upon execution of the agreement. Subsequent payments of \$_____ are due at the beginning of each 30-day work period. Invoices paid via check will be emailed 30 days in advance with **NET 30 terms**. Optional credit card payment are available for automatic monthly payments. Outstanding balances will result in a suspension of service until paid in full. A 30 day written notice is required to cancel services.

This agreement will be considered executed upon receipt of a signed and dated copy. A kickoff meeting will be scheduled immediately upon confirmation of the first payment received.

Client Signature _____

Date _____

Agency Signature _____

Date _____