



Tiered Maintenance Contract

Our Tiered maintenance contract is designed to give you on-going support to keep your website up and running smoothly and efficiently with server maintenance, security updates, site enhancements and overall management and peace of mind. **The tier levels we offer are as follows, page 2 details what is included:**

Tier 1

Hosting: up to a VPS512 with 20GB web space, 300GB Bandwidth and daily, weekly and snapshot backup included
Maintenance & Support
2 Hours of updates per month
Twice yearly progress meeting
TOTAL £250.00/month

Tier 2

Hosting: up to a VPS1024 with 40GB web space, 600GB Bandwidth and daily, weekly and snapshot backup included
Maintenance & Support
5 Hours of updates per month
Quarterly progress meeting
TOTAL £500.00/month

Tier 3

Hosting: up to a VPS2048 with 80GB web space, 600GB Bandwidth and daily, weekly and snapshot backup included
Maintenance & Support
10 hours of updates per month
Bi-Monthly progress meeting
TOTAL £1000.00/month

Tier 4

Hosting: up to a VPS2048 with 160GB web space, 1200GB Bandwidth.
A separate backup solution needs to be discussed and implemented.
Maintenance & Support
20 hours of updates per month
Monthly progress meeting
TOTAL £2000.00/month

What it includes;

1. Domain renewal – renewing your domain name/s for your website if they are held by us.
2. DNS management – any changes or modifications to your DNS on domains held by us.
3. Hosting – we will provide the hosting most suitable to your site.
4. Back-ups – we will ensure you have a daily and weekly backup schedule. We will also take snapshots prior to any development work on your live site. Also included is any work required to restore from a backup.
5. Security – we will ensure that your website modules are updated with the latest security patches.
6. Support – All telephone and email support and project management
7. Maintenance – we will ensure that your web server is performing optimally once a month from diagnostic information.
8. Updates – you will have up to your allowance in hours of site enhancements and modifications.
9. Meetings –we organise routine progress meetings to discuss current work and future possibilities, however further meetings may be requested at any time.
10. Reports – we will send you a breakdown of the purchases and hours on your account with your statement.

What it does not include;

1. Work on other sites
2. Domain registration
3. Email management
4. Desktop IT support
5. New features and functionality that will exceed your hours available, however your hours can be put towards this type of work.

Unused hours

If you do not use your hours they will simply accumulate to a cap of 1 year's worth of hours. For example if you have TIER 1 support with 2 hours per month you can never have more than 24 hours in your account. We will keep you informed if you are over or under using your hours to make sure that you get the most out of your tiered support.

Payment method

Tiered maintenance is a one year contract paid by monthly standing order and reviewed at the end of each year.

About the servers & Backup

A Virtual Private Server (VPS) is a hosting environment that combines the benefits of both shared hosting and dedicated hosting. Each Virtual Private Server partition runs its own operating system in a secure and private environment and cannot be accessed or interrupted by its neighbours. This system gives you the same level of root access as a dedicated server whilst sharing the cost of the hardware.

Users share system resources, such as the CPU and memory, but unlike shared hosting (a virtual host on a shared hardware server) the file system is fully partitioned. This means you get a guaranteed share of the server's resources, while root access allows you to customise the virtual server.

Because a single physical server is shared between several users, the cost of a virtual server is small when compared to the price of a dedicated server. But the level of flexibility is similar (although you'll still need a dedicated server for really demanding applications or high-traffic sites). Each server includes a dedicated IP address and Tier-1 redundant bandwidth with RAID-10 disk storage.