



Ongoing Maintenance

Information Sheet

One simple monthly pricing plan to keep your website updated without the headaches!

What's included?

Protection while you conduct business.

Website Firewall a web application firewall that works automatically. It loads before your website and serves as a shield. It receives every request to your website. The website firewall is connected to our servers, which analyze requests as they are received. We deploy the website firewall (web application firewall) to your website and automatically, synchronizes with the anti-malware network, and protects your website from hackers, malware, attacks, content grabbing, XSS/SQL injections, malicious code uploads, suspicious activities, and blacklists.

Website Antivirus does more than just find and remove infected files on your website or put them in quarantine. It removes malicious code (redirects, Trojans, backdoors, shell scripts, and other malicious code) from files (PHP, JS, HTML, images, and system files) in seconds, automatically, and with high accuracy. Your website will continue to run stably after the automated cleanup.

We provide:

- ✓ Continuous scans for malware and automatic website malware removal.
- ✓ Accurate anti-malware database; your site continues to run stably after cleanup.
- ✓ Malware removal takes seconds, not hours! Pre-cleanup file backups.
- ✓ Compatible with PHP-based websites and popular frameworks like WordPress, Drupal, Joomla, DLE, etc.

Blacklist monitoring we constantly monitor to see if your website is blacklisted. Blacklisted means that an access to your website is now restricted by one or several services (eg. Google blocks your website in Google's SERP) and you lose your users.

Site Scan, we scan your site as often as every six hours but usually scan on a daily basis.

Backup of your website for when you might need it.

With our maintenance we also keep offsite backups of your website. These are generally daily offsite backups that can be restored with or without the original server availability. Purely relying on the server backups is a recipe for disaster.

Website Updates to keep things running smoothly.

Today's websites run on amazing content management systems (CMS) that give businesses of all sizes tremendous flexibility in how they present themselves and amazing functionality for your customers. The systems that run on these CMS's require ongoing maintenance. From updating the underlying CMS to updating the plugins that run on top. While most people can handle these tasks internally many would rather run their business and leave the website maintenance to a professional.

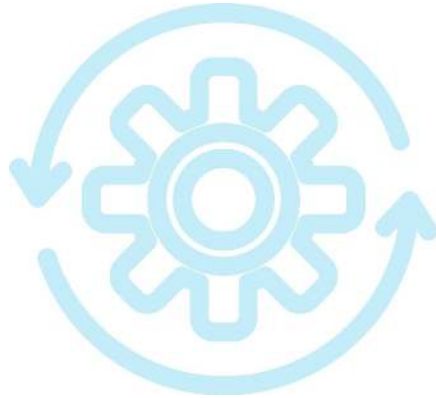
A quick note on premium plugins. You may wonder why we use premium plugins in our development process rather than custom coding specifically for you, or using a free plugin. The answer comes down to cost and sustainability. The costs for us to build some of the complex plugins would far outweigh the budget for the project. From a sustainability standpoint premium plugins have a higher expectation of continued support and updates, including features and compatibility.

Our maintenance package includes software updates, including premium plugins that may be used in the construction of your website. Software updates alone can be a significant yearly savings for your business while we have developer licenses with many of the plugins we use if we are not maintaining your website you will need to obtain these licenses on your own.

Uptime Monitoring to keep an eye on things.

Your website does not do your business any good if it cant be accessed, that's why we provide **uptime monitoring**. We check your website every five minutes to make sure we see the heartbeat of your business. If we see your site is not responding we take action on your behalf to get your site back up. Whether that is repairing something that has gone wrong or reaching out to the hosting company we will work aggressively on your behalf.

This is what we call proactive maintenance:
Protect, Backup, Update, Monitor.



As we near the completion of your project we will supply you with your **Website Owner's Manual** which will help you keep all the important information about your site at your fingertips. Included will be some of the technical information (like your login credentials, host, domain registrar, etc.), the routine maintenance schedule, space for you to assign all the maintenance tasks, a list of all the software licenses you'll need to obtain (as well as links to purchase them), and some quick troubleshooting tips that come from common questions we receive.

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