

SUPPORT & MAINTENANCE

We provide support & maintenance as standard for all our websites & applications. Support & maintenance helps to cover the unexpected and means we'll be there for you if you need us and is a good way to avoid future unexpected costs.

WHAT SUPPORT & MAINTENANCE COVERS

It covers all sorts of technical aspects to ensure the best performance and operation of your site. We handle all the administration and technical maintenance, so your site or application is well cared for and won't just stop working one day because something else has changed.

We try to be as flexible as possible so our clients can get what they want done without worrying that it will cost extra. As a rule, if it takes less than an hour, we will cover it under support regardless of what it is. We always work together with our clients and believe a fair approach works well for everyone.

That said, we also realise that individuals, companies, organisations sometimes need to plan ahead, budget for additional changes and understand exactly what their contracts entitle them to. As such, the following list details the inclusions and exclusions of our support & maintenance package:

INCLUDED

- Bugfixes (defined as unexpected behaviour resulting from a flaw, error, or fault). Examples include (but not limited to): error screens, inaccessibility, incorrect navigation, broken links, spelling mistakes, incorrect data etc.
- Investigation into any potential issue, unexpected behaviour, or error
- Missing functionality or behaviour from agreed scope, proposal, or specification
- Performance or reliability issues
- Restore from available backups – files and/or database
- Reasonable requests for data i.e., exports, queries, business logic, mass-manipulation
- Reasonable requests for technical advice, recommendations, and guidance – related to the project that the support/maintenance covers i.e., CMS tips, SEO advice, general website formatting etc.
- Minor content manipulation. Examples may include (but not limited to): image tweaks, text changes, label changes etc.
- Minor additions or changes to accommodate new or adjusted functionality

EXCLUDED

- Changes from current, agreed or intended behaviour
- Deviations from scope, proposal, or specification
- Additions, enhancements, or functionality deemed to be further development
- Environmental or external factors which require significant development to overcome. Examples would include (but not limited to): Incompatible new browser, hosting changes, data/input changes, API updates from 3rd parties etc.
- Any change, modification, tweak, or enhancement that involves an unreasonable or significant amount of development, testing or manipulation
- Excessive or repeated need for help or assistance in place of a chargeable training session/programme.
- Repeated failure to adhere to rules, guidelines, recommendations, or training materials which results in incorrect or unexpected behaviour

FAIR USE POLICY

We always adopt a fair approach to providing support & maintenance - and where possible, clients with our support & maintenance will be given priority and be looked after. If we can do you a favour and action something under support & maintenance, we will do our best.

AVAILABILITY

WORKING HOURS

Monday to Friday - 9 - 5pm excluding bank holidays

Any time spent outside of these hours is at our discretion. The SLA only applies during these hours.

RESPONSE TIME

4 BUSINESS HOURS

However we will always aim to respond as soon as possible to any client with a support/maintenance agreement.

RESOLUTION TIME

The resolution will depend upon the severity, impact and priority of the issue or request. The following table provides our targets:

	Low priority	Medium priority	High priority
Low impact	3 business days	2 business days	1 business day
Medium impact	2 business days	1 business day	5 business hours
High impact	1 business day	5 business hours	3 business hours

The above figures are worst-case scenario. In all circumstances we will aim to resolve issues immediately or as quickly as possible and minimise or mitigate any disruption or inconvenience.

TICKET SUPPORT HELPDESK SYSTEM

A key benefit to having support & maintenance is access to our ticket support / helpdesk system. We're always happy to hear from you via telephone or email too but using the ticket system has many benefits.

You can report an issue with plenty of detail if needed - including providing screenshots. You'll also be able to see any other outstanding tickets you have, be able to respond to them and get an overview of how your project(s) are going - with all bugfixes, changes and updates all listed in one place. Any updates we make to a ticket automatically notifies you and/or others to keep them up to date.

REMOTE WEBSITE MONITORING SYSTEM

If you host your website with us and have our support & maintenance package, you are protected and monitored by our remote website monitoring system automatically at no extra cost.

As well as monitoring uptime, expiry dates (for SSL and domain), the remote monitoring system allows us to proactively check and monitor your website to ensure optimum performance, and immediately alerts us to any unusual activity or errors for investigation.

AUTOMATIC CONTENT MANAGEMENT SYSTEM UPDATES

Website customers that use our hosting and support and maintenance package will receive automated updates to the Content Management System. Updates cover new functionality, security patches and interface updates. Our user-friendly CMS is always evolving, and we love to hear from our customers with suggestions for its road map.

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