

WEB SERVICES AND MAINTENANCE PLANS

UPDATED JANUARY 2024

NEW WEB CLIENTS

SITE AUDIT ----- \$1,500+

- Up to five (5) hours of research, back-end exploration, and documentation. Additional time spent on more complex issues will be charged at our hourly rate upon confirmation from client.
- Detailed status report of site plugins, performance, security, optimization, hosting, etc., with recommendations for enhancing site performance and operations.
- Site configuration and set up for implementation of monthly maintenance plan.
- Does not include implementation of recommended updates outlined in audit report.
- Required for sites that sign up for monthly maintenance plan.

MONTHLY MAINTENANCE PLANS

The retainer time included in the Client Support and Site Management category allows clients to have dedicated hours each month for ongoing updates, improvements, and strategic enhancements to their websites beyond the standard maintenance. Prices and features are subject to variation based on specific client requirements, and additional retainer time can be purchased within your monthly plan.

The standard window of time for performing regular maintenance is anywhere from 30 minutes to 1.5 hours depending on how complex the website is and how much needs testing. Bugs or problems may receive immediate attention if retainer time is available. Leftover time within the retainer period can be used for any approved tasks included in the site audit or monthly web reports.

BRONZE ----- \$300/MONTH

The Bronze Plan offers essential web services and maintenance for small businesses and individuals looking to establish an online presence. It's designed to provide a budget-friendly option while ensuring a professional and functional website.

Web Services

- Daily offsite backups to Amazon S3 with 2 weeks retention.
- Ongoing malware scanning with basic cleanup if needed.
- Security hardening tactics performed on the site.
- Uptime monitoring and reporting.
- Site reviews and suggestions.
- Monthly report of work done, uptime, suggestions, more.
- Plugins included:
 - Google Analytics Dashboard
 - Sucuri Malware Scanner
 - Updraft Backup
 - Limit Login Attempts

Client Support & Site Management

- 1 hour of retainer time for content updates, design tweaks, or technical assistance.
- 1 hour of retainer time for site management, client support, and report preparation.

SILVER ----- \$500/MONTH

The Silver Plan offers essential web services and maintenance for small-to-medium sized businesses and individuals looking to establish an online presence.

Web Services

- Daily offsite backups to Amazon S3 with 1-month retention.
- Ongoing malware scanning with cleanup if needed.
- Security hardening tactics performed on the site.
- Uptime monitoring and alerts are sent directly to us.
- Site reviews and suggestions.
- File system monitoring for changed/added files.
- Monthly report of work done, uptime, suggestions, more.
- Configure Google Analytics and Console accounts.
- Scan for bad links and other content problems.
- Plugins included:
 - Google Analytics Dashboard
 - Sucuri Malware Scanner
 - Updraft Backup
 - Limit Login Attempts
 - WordPress File Monitor

Client Support & Site Management

- 3 hours of retainer time for content updates, design enhancements, or technical assistance.
- 1 hour of retainer time for site management, client support, and report preparation.

GOLD ----- \$1,000+/MONTH

The Gold Plan offers essential web services and maintenance for medium-to-large sized businesses and more complex websites, with a wider range of support services and increased retainer time to ensure a consistent, professional, and fully operational website.

Web Services

- Daily offsite backups to Amazon S3 with 2 months retention.
- Ongoing malware scanning with cleanup included.
- Security hardening tactics performed on the site.
- Uptime alerts are given immediate attention.
- Direct contact with host support.
- Site reviews and suggestions.
- File system monitoring for changed/added files.
- Monthly report of work done, uptime, suggestions, more.
- Configure Google Analytics and Console accounts.
- Customized Google Analytics reports shows common useful metrics.
- Customized functionality tests performed after updates and projects.

- Customized selection of trivial plugins set to auto-update.
- Staging site set up and used before any major updates and projects to reduce possibility of downtime.
- Scan for bad links and other content problems.
- Plugins included:
 - Google Analytics Dashboard
 - Sucuri Malware Scanner
 - Updraft Backup
 - Limit Login Attempts
 - WordPress File Monitor
 - WP Staging (or host staging)
 - Automatic Updater

Client Support & Site Management

- 5 hours of retainer time for content updates, design refinements, technical support, and strategic improvements.
- 1 hour of retainer time for site management, client support, and report preparation.

Please note that any additions to scope of work herein defined will be subject to charges at our hourly rate. YUIT Communications will notify you in advance if we approach your established budget. We are committed to never charging your account without your explicit permission or prior discussion. Open communication and transparency are fundamental values that guide our organization.