Savvy Website Care

At Simply Savvy Web we don't just hand over your new website and walk away. We're there for the long haul – ensuring that your new website is kept up-to-date and running smoothly.

The software components used to develop your website are constantly being updated to not only add **new features and bug fixes**, but to combat the ever-present threat all websites face of **security breaches and malware attacks**. Your website needs regular maintenance to ensure all software updates are applied, backups are current, and no nasties have found their way in!

We offer Website Care Plans for all our website clients, starting with our Essentials which, as the name suggests, provides the essential maintenance and support that all WordPress websites need. We don't offer stand-alone website hosting as we believe ongoing care is so important, but we do offer stand-alone Website Care Plans if you have your own hosting.

**Let Simply Savvy Web take care of everything for you with a
Savvy Essentials Website Care Plan**

Along with all the regular software updates, backups, and security checks your website needs, you will receive a monthly care report, priority email tech support PLUS access to a range of training videos so you can learn how to take charge of your own content updates whenever you want!

Your website deserves quality hosting

Simply Savvy uses fast, secure, and 100% Aussie hosting to further ensure your website will perform at its best.

See below for all the details of what's included

Features - Essentials	Benefits
Website Hosting	Your website deserves quality hosting. Simply Savvy uses fast, secure, and 100% Aussie hosting to further ensure your website will perform at its best.
WordPress Software & Plugin/Theme Updates	Peace of mind that your website software is always up to date, with weekly updates, and **security patches** applied when released if needed.
Nightly Website Backups	Secure backups so your site can be restored quickly if anything goes wrong.
Restore from Backup (if something goes wrong)	Something went wrong? Site restored to most recent backup within 24 hours.
Security Checks and Malware Scans	Constant security monitoring to keep any nasty intruders out.
Uptime Monitoring	Real-time monitoring to make sure your site is always available for your customers.
Database Cleaning and Optimisation	Regular cleaning of your website to keep it running fast and smooth.
Weekly Manual Site Checks	Your site checked over by an actual human to make sure nothing has 'broken' with any updates (**see note* below**)
Training videos (incl. WordPress, WooCommerce, Google Analytics)	Access to video tutorials so you can learn to be in control of your own website content.
Monthly Maintenance Report	Monthly reporting to keep you feeling confident and informed.
Priority Support	Support just an email away when you need it.
Cancel Anytime, No Long-term Contracts	Nothing to lose with no minimum contracts.
Comment Spam Monitoring & Removal	Keep your site free of spammy comments and links.
Your investment per month	**$75.00**

Essentials PLUS	Everything in Essentials above, plus...
Additional Monthly Consulting & Support	An additional **one hour per month** consulting time to keep you on track with additional support, training, and/or website updates for ongoing improvements.
Website Tracking & Measurement	Includes monthly analytics tracking reports.
Your investment per month	**$175.00**

NOTES:

Pricing is for standard websites and hosting; large websites and those with additional functionality such as eCommerce, membership, or online learning sites will be charged at a higher rate. Please call to discuss your needs.

* If an update breaks something, we will investigate and if it's a quick fix, we will fix it at no extra charge (< 30 min). If it's something more serious that will require further investigation, we will give an estimate of the cost to fix.

MINI MAINTENANCE OPTION

>> $120/quarter (or $440/year)

Includes:

- Hosting on Australian servers with SSL included

- Monthly backups

- 3-monthly software updates with full visual site checks

- Software security patches applied as needed

This last point is key in keeping your website secure, as we get notifications when any security vulnerabilities are found in plugins etc. and can apply patches straight away.

It's also important to keep software up to date as much as possible, because if it's left too long it becomes more difficult and costly to bring things up to speed.

This plan is not recommended for larger sites with critical functionality such as eCommerce or a membership or learning management system, which need more frequent updates.

EXTRA SUPPORT

All Simply Savvy Website Care customers can take advantage of ad-hoc support for further design changes or additions to your website at the special rate of $95 per hour.

DOMAIN NAMES

Domain name purchase, or transfer/renewal of an existing domain, can also be arranged for you.

SEARCH ENGINE OPTIMISATION

Your website needs continuing work to ensure it gets found in Google search results. To make the most of your new website and ensure it can be found in the noisy online world, you need a search engine optimisation plan. Details available on request.

Essential T&Cs

On selection of a Website Care Plan as outlined above, Simply Savvy will ask you to sign the Website Support Agreement which essentially says that we agree to provide the selected care package and you agree to pay. Payment terms will be month-to-month via direct debit with Ezidebit, or via credit card with Stripe billing, on the understanding that either party may terminate the agreement by giving 7 days' notice. Annual payment terms are also available if preferred.

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