



Support and Maintenance Contracts

A DWP Support and Maintenance Contract guarantees our clients an allocated number of hours every month for us to implement tasks and services including website design, programming, updating content, adding new pages, search engine optimisation, email marketing, social networking, hosting, support, consultancy and more.

	As Required	Bronze	Silver	Gold
Package Overview				
Monthly fee	-	£100.00	£250.00	£500.00
Additional support / development time per hr	£80.00	£60.00	£50.00	£45.00
Number of sites supported	-	1	1	5
Support and Maintenance				
Included support time per month	-	1 hr	2.5 hrs	5 hrs
Response Time	Depends on availability	3 business days	2 business days	1 business day
Dedicated account manager	-	●	●	●
Priority telephone support	-	●	●	●
Priority email support	-	●	●	●
Security updates	-	●	●	●
Core updates	-	-	●	●
Online Marketing				
Submission to over 50 search engines	£70.00	●	●	●
Access to visitor analytics	£50.00	●	●	●
Monthly analytics summary by email	-	●	●	●
Website audit reports included each month	-	-	1	Unlimited
Additional website audit reports	£150.00	£80.00	£50.00	-

Web Hosting				
Number of hosed domains	-	1	1	5
Web space included	-	1GB	5GB	Unlimited
Monthly bandwidth	-	50GB	100GB	Unlimited
Business email service	-	Optional	Optional	Optional
24/7 site monitoring	-	-	●	●
Free UK domain renewal	-	-	●	●
Fully managed hosting	-	●	●	●
Fully managed backup	-	●	●	●
Email Marketing				
Number of contact lists	-	1	4	Unlimited
Number of emails each month	-	Up to 500	Up to 2500	Up to 5000
Auto responder marketing	-	●	●	●
Access to built in email campaign templates	-	●	●	●
Advanced campaign reporting	-	●	●	●

Suggested next steps

If you would like to arrange a meeting or telephone conversation to identify the most appropriate Support Contract for your business please don't hesitate to contact us.

Tel: 01423 705 744

Email: info@dwp-website-design.co.uk