web maintenance packs

We offer four levels of website maintenance packages: Basic, Standard, Pro & Plus. All packages are designed around sites that utilise content management systems, we specialise in Wordpress and Prestashop but work with many other systems.

If you have multiple sites or require other options we can tailor packages for individual clients, get in touch to discuss your requirements and read more below on the details of what we offer.

BASIC	STANDARD	PRO	PLUS
£35 Per Month or £385 Per Year (one month free!)	£65 Per Month or £715 Per Year (one month free!)	£80 Per Month or £880 Per Year (one month free!)	£100 Per Month or £1,100 Per Year (one month free!)
Perfect for simple sites that only require system upgrades and backups	Great for average sites requiring updates, backups and content updates	Ideal for sites requiring frequent content updates or smaller eCommerce stores	Advanced package for dedicated eCommerce stores or large sites
CMS & plugin updates **	CMS & plugin updates **	CMS & plugin updates **	CMS & plugin updates **
No website support & technical* support (ad-hoc hourly rate £35 per hour)	**1 hour website & technical* support** (discounted rate of £30 per hour)	**2 hours website & technical* support** (discounted rate of £25 per hour)	**3 hours website & technical* support** (discounted rate of £25 per hour)
	24/7 uptime monitoring	24/7 uptime monitoring	24/7 uptime monitoring
	Phone support	Phone support	Phone support
	Email support	Email support	Email support
		Client Portal	Client Portal
		Dedicated Dev test environment	Dedicated Dev test environment

* Technical tasks include hosting settings (if TUSKS media is the hosting administrator) such as disaster recovery & email account support
**Plugins and extensions requiring a license for updates will be charged additionally to the monthly fee.
***Any other third party costs (new plugins, modules, etc.) are not included in the monthly costs.

PLEASE NOTE! All monthly/yearly fees should be paid in advance of the support period.
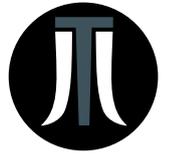
provided services

BACKUPS

Problems happen, its impossible to stop hackers, hardware failures or simple human error, to protect against this its essential to have regular backups of your website. All our maintenance packages include monthly, weekly or daily backups stored on the Amazon S3 network.

If something should go wrong we can restore your site at no cost to you.

CMS & PLUGIN UPDATES

Our maintenance packages are designed for websites that use Content Management Systems such as Joomla, Wordpress, Magento, Opencart, Prestashop and many others.

These systems require frequent updates to ensure they receive the latest security and feature updates. All of our packages include this by default, its essential in helping to secure a website.

WEBSITE SUPPORT

Our monthly website support provides time each month for us to help make updates to your website. Whether it be adding blog posts, changing existing web pages, image editing or fixing problems you let us know any issues you're having and we'll fix them.

If you need more time than that included in your plan we'll quote for it and complete changes once approved.

24/7 UPTIME MONITORING

No one knows when something might go wrong, or a temporary issue can cause outages, thats why our Standard, Pro & Plus maintenance customers have their sites covered with our 24/7 monitoring.

Our monitoring system alerts us to issues within one minute of them happening meaning we can react and help to fix problems as soon as possible, without you needing to contact us.

EMAIL SUPPORT

We love the web, no surprise there, so email support is the best way to make sure we get back to you. We have a dedicated mail address for our customers to raise issues and request help, we aim to get back to any request within 24 to 48 hours Monday to Friday.

PHONE SUPPORT

We welcome calls to our office number and are happy to discuss any issues or requirements you may have.

If we're on other calls or away in meetings our voicemail is regularly checked and we always respond to messages as quickly as we can.

CLIENT PORTAL

Utilising our ticketing system our customers can have access to their own portal.

Perfect for raising issues and seeing work streams of ongoing jobs. You and your colleagues can login any time to see what we're working on.

DEDICATED DEV TEST ENVIRONMENT

As a Pro & Plus member, you will have acces to a full mirrored version of your website, hosted locally by us at no extra fees, where the developers can pre-test any new feature before implementing it on the live website.