

Website Support Options

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Get Peace of Mind

Once the website is published, we offer three free months of our Essential website support package to all of our clients. With our dedicated Support Desk, you have optional off-the-shelf and bespoke packages that will give you peace of mind that we are only a phone call away for any website related support you need.

Making the most from your Website

Staying on top of managing your website can be daunting. With our monthly support options, you will have complete peace of mind that we are checking all of the vital aspects that keep your website healthy and up-to-date.

Keep Your Website Updated

Keeping your website and plugins up-to-date is essential but often not your biggest priority. Let us handle it for you to keep your website housekeeping up together, including monthly software updates to your website framework, themes and plugins.



Stay Ahead of the Curve

Never Miss an Opportunity

A broken contact form can lead to missed opportunities. We can test your contact forms and make sure they are coming through to you, so you never miss a lead.

Stay Secure

We can run daily security and malware scans on your website and server, to check for and block malicious traffic. We can also monitor spam comments, security patches and check for blacklisted IP login attempts.

Keep Your Website Fast

As a website ages, it can become cluttered with large and often unnecessary files which can lead to slower performance. By checking code and clearing caches we'll keep your website running optimally throughout the year.



Ongoing Support

Annual Renewals Included

To keep things simple, included in the cost of our Extra, Pro and Platinum packages are your SSL certificate and domain name renewal fees (and Annual Hosting for Pro and Platinum Options). At time of your renewal, they will auto-renew with nothing else to pay.

Free Telephone Assistance

We understand that through the lifespan of your website, you may need some guidance along the way. We're proud to have built a solid support infrastructure and offer all of our clients complimentary telephone assistance for the life of the website, as long as it is hosted on our secure servers. With our assistance plan, you have peace of mind that our experienced team are on hand should you need any advice on how to get the best out of your website.

If you need more advanced support or for us to fix anything, we also offer a new range of professional support plans should you need it. These options come with a wider range of benefits including SLAs and bankable hours to support the life of your website.



Website Support Options

Item	Free	Essential	Extra (Recommended)	Pro (Most Popular)	Platinum
Telephone Assistance	✓	✓	✓	✓	✓
Banked Hours for Website Changes	0	1	3	5	8
SLA on Website Support	48 Hours	24 Hours	8 Hours	2 Hours	1 Hour
Monthly Plugin Updates	-	✓	✓	✓	✓
SSL Renewal *	From £60 annually	From £60 annually	✓	✓	✓
Website Domain Renewal *	From £9.99 annually	From £9.99 annually	✓	✓	✓
Website Back-Ups *	Daily	Daily	8 hourly	4 hourly	1 hourly
Daily Malware Scans *	-	✓	✓	✓	✓
Hosted Email Support	-	-	✓	✓	✓
Monthly Support Report	-	-	✓	✓	✓
Premium Hosting	-	-	-	✓	✓
Monthly Fee	Free	£150	£350	£500	£750

For a bespoke Support Package, please speak to the Team and we can tailor an offering to your specific requirements.

* Website Backups, Malware Scans Domain & SSL renewals are only applicable if managed with Damteq's Hosting Partner.

Hourly Rate Breakdown:

On-page Changes: £85 an hour

Development Changes: £100 per hour

All fees exclude VAT at 20%