

# WordPress Care & Support Plans

## What to look for in a Support Package

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# Why Do I Need a Care Plan?



## Why do I need a Care Plan for my WordPress Site?

Simply put, a WordPress website needs regular maintenance to perform as it should.

For performance and security

- Security fixes & patches
- User accessibility
- Performance & Monitoring
- Search Optimization (SEO)

# Why are Care & Support Plans created?



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## Care & Support Plans are created for clients who

- would prefer to do their own content updates but do not want to deal with technical updates and security issues

and/or

- Who may sometimes need a little extra assistance with technical changes

# WordPress Care Plans

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## Basic Care Plan includes

- WordPress core updates
- WordPress plugin updates
- WordPress theme updates
- Security monitoring
- Backup of website files and database
- Scan for broken links
- Database optimization
- Spam cleanup
- Site Health check
- Monthly reports on the health of the website

# WordPress Care with Support Plans



## Care with Support Plans

These plans allow your site to grow and change with your business and make room for ongoing improvements.

They include

- WordPress Care Plan
- Website content changes, updates or support via email or phone, depending on your plan

Bronze: 1 hr, Silver: 2 hrs, Gold: 3 hrs

# WordPress Care with Support Plans



- Keeping your site updated with the latest information.
- Post photos of recent events, new products, or new employees
- Make seasonal changes to keep your content fresh
- Change or update new product or service information
- Update portfolio pages to reflect your latest work
- Post special online-only coupons or discounts to encourage more website traffic
- Keep your clients informed of current news about your business
- Make regular updates to your content to assist with your site's search engine marketing

# Higher Level Plans

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## Extras in Higher Level Plans

- Hosting of websites
- Performance monitoring
- Page speed optimization
- Malware removal
- Recovery of hacked websites
- Premium form plugins
- 24/7 Support
- WordPress-specific caching
- CDN
- SSL Certificates

# Payment Frequency



## When and how to pay

- Payments are usually monthly but can also be made quarterly or annually.
- Payments are by subscription/Direct Debit.
- Care & Support plans run continuously but may be cancelled at any time, usually with 30 days notice.



# Things to know

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- The exact service you will receive
- The time frame of those services
- When and how to contact someone
- The response time of the support contact
- The price
- An understanding of the billing process