

Premium WordPress Maintenance and Support Service Plan

Many churches find convenience in their church websites built in WordPress. But that is not a “launch it and forget it” scenario. There is a steady stream of security-related updates, enhancements, and new features to the WordPress platform and its plugins, themes, and database. Our Premium maintenance and support service can drastically reduce the time you need to spend maintaining your church website and tackling issues such as spam, hacks, and errors. We take care of the mundane tasks that must be done — such as plugin and theme updates, security checks, and website backups — and which are essential to the success of any web ministry. The Premium plan offers three outsourcing services:

1. **Maintenance:** This can include core WordPress updates, plugin updates, theme updates, website backups, security, uptime monitoring, and more.
2. **Support:** This can help you with website downtime, plugin/theme errors, WordPress advice, and troubleshooting problems.
3. **Design and Development:** This service is very unique and stands out, especially for churches with limited access to professional experts. You can outsource our web design and development.

Maintenance

It takes about 2.5 hours per month on average to professionally maintain a WordPress website as properly updating its components. It includes updating the four major components listed below. We have a robust process for safe WordPress updates. Before we roll out any updates to the WordPress platform, plugins, theme, or database, we back up your entire site files and database with our reliable backup solution. We then move forward with updating your site safely.

- WordPress platform updates
- Plugin updates
- Theme updates
- Database updates

Your WordPress site’s components require regular updates to ensure continued compatibility and security. With the Premium Maintenance and Support plan, we manage updates for all of them. As WordPress maintenance experts, we know how overwhelming the process of updating a WordPress site can be for churches. There are so many moving parts to keep track of, and if you don’t know what you’re doing, it only takes one mistake to break your site altogether. In addition to updates, the Premium plan covers the following:

- **Website Backups** - We backup your site daily and store the full site backup image into an offsite archive periodically to ensure proper restoration.
- **Restore a compromised or hacked WordPress site** - WordPress hacks and malware are the worst nightmares. They can destroy and corrupt your site files, endanger visitors, and damage the credibility of your ministry. We monitor and eliminate security threats before they can take root, and our backup solution ensures that any damage done is swiftly reverted.
- **Website Security** - There’s a lot of baddies out there on the internet, and they’re only becoming more and more sophisticated in their attacks, which is why it is crucial to have proper security monitoring and scans in place. We install a suite of security software providing malware scanning, brute force protection, and anti-spam protection.

Support

Even after we preinstall a suite of security apps to protect your investment, your site could face unwanted situations due to intrusion, attacks, and malware. The latest updates for multiple components can cause a conflict or malfunction to your website. Our support team is ready to jump in and help you with any kind of website disaster. It could take days or even weeks to figure out what the root issue is not to mention its remedy or solutions. Our experience with a wide array of web services and web hosting services means we can identify and resolve most technical issues in hours or less. Whatever your WordPress emergency — from malicious hacks to fatal errors — we can get it fixed quickly so your site users experience as little downtime as possible. We provide you with a ticketed support system so that our support team takes a proper response to your emergent issues as promptly as possible, like within hours.

Design and Development

We are specialized in designing and developing web ministries for churches since 2000. We have accumulated vast resources specifically designed for churches' needs and requirements. Do you want to make changes to your existing web pages, or create a new page or a web solution? You can outsource web design and development to us and get it done professionally on time. Hiring a web designer or a developer can be a big financial burden not to mention that you have to be on top of the project development process and communications. That's exactly why we include web design and development service in the Premium maintenance and support service plan. It's ideal for churches with limited access to web ministry specialists. Your assigned Account Executive will communicate with you to identify your needs and work with designers and developers, on the behalf of you, to produce the deliverables.

Annual Plans

	Plan A	Plan B	Plan C*¹
Outsourced man-hours per month	3 hours	5 hours	10 hours
Discounts	70% for the 1 st year 60% from the 2 nd year		
The monthly charge for the 1 st year			
• Yearly payment	\$72 per month	\$120 per month	\$240 per month
• Quarterly payment	\$83 per month	\$138 per month	\$276 per month
Discounts for any additional manhours* ²	35%	45%	60%
Available man-hours for design and development service per month* ³	0.5 hours	2.5 hours	7.5 hours

* The current hourly rate: \$80

*1: With this plan, the service includes content creation in addition to design and development services.

*2: The discounted rate will apply to the additional hours up to your selected plan hour, then the current hourly rate will apply.

*3: Any unused man-hours will roll over to the next months. 15 minutes set up for each instance (if not urgent, you save by requesting multiple tasks at once); each service will be logged in 10-min blocks.