

Annual Premium Maintenance and Support Service Plan For Your WordPress Church Website

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 maintain your church website and tackle 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, 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 unique service stands out, especially for churches with limited access to professional experts. You can outsource our web design and development.

Maintenance

On average, maintaining a WordPress website and properly updating its components professionally takes about three hours per month. 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; 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 back up your site daily and store the full site backup image in 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 are many baddies on the internet, and they’re only becoming increasingly sophisticated in their attacks. Hence, 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 conflict or malfunction on your website. Our support team is ready to jump in and help you with any website disaster. It could take days or even weeks to figure out the root issue, not to mention its remedy or solutions. Our experience with a wide array of web 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 fix it quickly, so your site users experience as little downtime as possible. We provide you with a ticketed support system so that our support team responds appropriately to your emergent issues as promptly as possible, within hours.

The Essential Plan with Flexible Payment Methods

Included	w/o Annual Contract	With Annual Contract		
		Yearly	Quarterly	Monthly
The total three-man hours of outsourced services per month described above: <ul style="list-style-type: none"> • 2.5 man-hours of maintenance • 0.5 man-hour of support*¹ • 30% discounts for any additional service hours • An option to purchase a block of outsourced hours for the Design and Development services at discounted rates 	\$240* per month	\$72 per month (70% discounts)	\$85 per month (65% discounts)	\$99 Per month (59% discounts)

* The current hourly rate: \$80

*1: 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.

Design and Development

We have 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 change 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 significant financial burden, and you must be on top of the project development process and communications. We include web design and development services 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 your behalf to produce the deliverables. You can purchase a block of outsourced man-hours at a discounted rate:

	Plan A	Plan B	Plan C
Outsourced man-hours per month	3 hours	5 hours	10 hours
Discounts with Annual Contract	45%	60%	70%
Discounts with Six-month Contract	35%	50%	60%