



square bit

Maintenance & Support packages for Agencies, Developers & Freelancers

With affordable, tiered plans starting at just **\$99/month**, we've positioned our maintenance & support packages within reach of a variety of budgets and businesses. We believe every company should have access to professional security and support.

	Freelancer \$99/month	Starter \$299/month	Agency \$849/month	Enterprise \$1,650/month
Software				
Unlimited software licenses across all our products, current and future	✓	✓	✓	✓
Pre-Release / Early Access to all products	✓	✓	✓	✓
Support				
Priority Support	✓	✓	✓	✓
Priority Feature Requests	✓	✓	✓	✓
Emergency & Critical Support		✓	✓	✓
Third Party & Core support			✓	✓
Server, Systems Setup & Support				✓
Development				
Direct Implementation Aids		✓	✓	✓
Custom Development Time		1/2 day per month*	1 day per month*	2 days per month*
Discount on Additional Development Time		5%	10%	15%
Consultancy				
General Project Consultancy	✓	✓	✓	✓
Technical Spec Review	✓	✓	✓	✓
Direct communication with end clients			✓	✓

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On-demand assistance with client projects		1/2 day per month*	1 day per month*	2 days per month*
Planning				
Disaster & recovery planning		✓	✓	✓
Custom / Legacy systems support & transition assistance		1/2 day per month*	1 day per month*	2 days per month*
Training				
Access to All training materials from Craft-Work	✓	✓	✓	✓
Exclusive Discounts on future training events	✓	✓	✓	✓

Notes:

* Available time is shared across development, support and consultancy

Frequently asked questions

Do I have direct access to developers or a project manager?

We don't hide our developers in a cave. With all plans you'll have direct access to our front line developers. For Business plans and up you'll also be interacting with a developer and account manager dedicated to your website.

Where is your team located?

We are based in North Wales, UK, with team members around the UK, and United States. Everyone on our team is a native English speaker. We're also bilingual in business and tech, so nothing will get lost in translation.

What technologies do you support?

We support sites built in Craft, Laravel and ExpressionEngine. If your site is built with something else give us a call. If it's not a good fit for us we'll refer you to someone who is.

How long does it take you to complete a task?

During normal business hours we respond to all requests within an hour and complete small tasks the same day. For larger tasks or projects we'll give you an ETA and coordinate with you. We also respond to outages and emergencies during off-hours. We won't leave you hanging.

Do I need to sign a long term contract?

No, all of our maintenance and support plans are month-to-month. You can cancel at any time. We want to earn your business every month.

What happens if I need more time?

Don't worry. Sometimes we all need a little more time. If you find you need more time in any specific month you can purchase additional development time as needed. Development time is billable at **\$960 usd / day**.

Can we get a discount on extra time?

Absolutely. Depending on the plan you'll get from **5% - 15%** off the standard development rates. The exact discount rate is included in the table.

How do I get started?

Contact us at hello@squarebit.co.uk. Send us your wish list for your site and we'll help you make it happen.