



square bit

Maintenance & Support packages for Site Owners and Companies

With affordable, tiered plans starting at just **\$550/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.

| | Starter \$550/month | Basic \$1,050/month | Business \$1,850/month | Pro \$3,450/month |
|--|--------------------------------|--------------------------------|-----------------------------------|------------------------------|
| Maintenance | | | | |
| Site uptime and performance monitoring | ✓ | ✓ | ✓ | ✓ |
| CMS Security patches & upgrades | ✓ | ✓ | ✓ | ✓ |
| Quarterly security and performance audits | | ✓ | ✓ | ✓ |
| Communication | | | | |
| Support via Email | ✓ | ✓ | ✓ | ✓ |
| Regular status phone or video calls | | | ✓ | ✓ |
| Consultancy | | | | |
| Disaster & recovery planning | ✓ | ✓ | ✓ | ✓ |
| Long term planning, advice & preparation | | 1 day per month* | 2 days per month* | 4 days per month* |
| Support for custom/legacy systems, & transition assistance | | | | 4 days per month* |
| Support | | | | |
| Unlimited small changes (30 mins. or less) | ✓ | ✓ | ✓ | ✓ |
| Emergency support & critical fixes | ✓ | ✓ | ✓ | ✓ |
| Dedicated developer time for larger changes | | 1 day per month* | 2 days per month* | 4 days per month* |

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.

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.