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## Proposal

# WEBSITE MAINTENANCE

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MAKE YOUR WEBSITE MORE EFFICIENT.



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### CONTACT

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Maintenance Package	Standard	Professional	VIP
	<b>\$79</b> SGD per month <small>Minimum 12 months signup</small>	<b>\$299</b> SGD per month <small>Minimum 12 months signup</small>	<b>\$499</b> SGD per month <small>Minimum 12 months signup</small>
Unlimited small 30 min jobs for 1 site	✓	✓	✓
Email summary for every job	✓	✓	✓
Bootup website when it fails	✓	✓	✓
24/7 Security Monitoring	✓	✓	✓
Help with Content Updates	X	✓	✓
Website backup	Monthly (1st of month)	Weekly (Every Friday)	Daily (3pm everyday)
Help with product updates	X	✓ <small>(Up to 6 products/month)</small>	✓
Jobs checked by QA team	X	X	All jobs checked by QA team
Job request at a time	1 job at a time	1 job at a time	Up to 3 jobs at a time
Edit Images	X	X	✓
Average task response time	48 hours	24 hours	12 hours

All businesses and websites are different, if you don't feel your website fits into one of these packages we can arrange a custom package including hosting, backups and as many updates and hours as you need, get in touch with your requirements and we'll work out the perfect arrangement for you.

We also do web fixes starting from \$150/job.  
Basic hosting and domain can be added at \$50/month.

# HOW IT WORKS

## 1. **Select a plan that fits your maintenance needs**

Our service plans make maintaining your website easy to grasp without going overboard. We remain on your team for the life of your service, help is always a click away.

## 2. **Send us your update via email**

After selecting your plan, you can send us your updates right away! Sending us your updates is as simple as sending an e-mail.

## 3. **We get to work! Backup & apply your updates**

We confirm your updates and give you your projected delivery time. Most updates are completed within 24 hours, some even the same day! We can even let you preview your changes before going live.

## 4. **Review. Approve. Your changes & Updates go live!**

Great! You approved your changes and your website is nice and tidy. We remain available for help, maintenance, and general upgrades to keep your website relevant and current.

## FAQ (Frequently Asked Questions)

### ✓ **What kind of design support that the client get?**

If you choose Professional & VIP packages, we can edit your file like cropping, adjust brightness contrast, cleaning up images, and resize image. The services does not include any Digital Imaging or create new design elements like combine photo or creating icons.

### ✓ **How long does a task take to complete?**

We aim to respond to all customer requests within 24 hours from Monday to Friday but at busy times this may be longer, up to the times shown.

### ✓ **What if the task is outside the plans?**

In some cases if a service request exceeds your plan capabilities we will supply you with options and the additional charges that would be required to fulfill the request.

## Scope Of Services

Here are a few of the tasks that we can help you with:

***Includes :***

- Backup your site
- Check Google indexing
- Check page size and load time
- Clean up malware
- Clean up spam
- Create backups
- Fix your white screen of death
- Help with css
- Improve your site security
- Improve your site speed
- Install a favicon
- Optimize images
- Prevent spam
- Recover a hacked site
- Setup redirects
- Solve alignment issues
- Set up email accounts
- Site migration between hosts

***Does not includes :***

- Boost page ranks
- Build a new site
- Building site backlinks
- Configure DNS
- Configure SSL
- Consulting
- Create a Google Plus business listing
- Create images
- Design
- Increasing site traffic
- Make your site mobile responsive
- Multisite support
- Paid marketing
- Payment gateway configuration
- Phone support
- SEO
- Sites containing explicit contents
- VA tasks (creating, updating and posting content)

If you don't see your task listed here, chat with us at [hello@akimitechnologies.com](mailto:hello@akimitechnologies.com) about your problem.

**Thank you for your time**

Please contact us if you have any questions regarding our services