Tenrec
We Manage Websites

Annual Service Plan Guide

Our Service Plans Include...

	ESP	SSP	TSP
Managed, Redundant Site Hosting			
Hosting of live and staging sites on secure, redundant environment	✔	✔	✔
99.999% site uptime	✔	✔	✔
24/7 site monitoring and active alerts	✔	✔	✔
Host environment patches, upgrades and tuning	✔	✔	✔
Nameserver hosting and management	✔	✔	✔
Content delivery network	✔	✔	✔
Backups, nightly for changes / weekly for entire site	✔	✔	✔
72 hour disaster recovery window		✔	✔
Domain record(s) management		✔	✔
Site archiving and version control		✔	✔
Consulting, Training, Design and Development			
Includes hours for consulting and technology planning		✔	✔
Includes hours for website and content management		✔	✔
Includes hours for new design and development projects		✔	✔
General Site Maintenance Services			
Google webmaster tools setup and management/review	✔	✔	✔
Site spell check	✔	✔	✔
Site broken links check	✔	✔	✔
Image license management		✔	✔
Webfont license management		✔	✔
Bug fixes (maintain site compliance with latest browsers)		✔	✔
Performance testing and page load optimization			✔
Annual ADA compliance testing			✔
Fix all spelling errors and broken links, provide report to client			✔
Advanced Security			
Setup and management of Digicert® SSL certificate	✔	✔	✔
Site and CMS password maintenance/updates	✔	✔	✔
Website security scan	✔	✔	✔
Annual site penetration/vulnerability testing		✔	✔
Active mitigation and reporting on attempts to hack or compromise your site			✔

	ESP	SSP	TSP
CMS Upgrades			
Perform upgrades to WordPress CMS and plug-ins	✔	✔	✔
Fix conflicts & compatability errors with WordPress plug-in upgrades		✔	✔
Annual upgrade for Darwin Site Manager CMS		✔	✔
Analytics			
Setup and maintain Google Analytics	✔	✔	✔
Setup and maintain Clicky Analytics	✔	✔	✔
Create custom analytics dashboard designed around client goals		✔	✔
Ongoing review of site traffic		✔	✔
Traffic report analysis and action plan			✔
Social media monitoring			✔
SEO			
XML sitemap generation and submission to major search engines	✔	✔	✔
Annual SEO Audit		✔	✔
SEO program maintenance			✔
Integration			
Monitor and maintain website integration with other systems			✔
Email Marketing			
Email marketing system setup			✔
Email campaign setup and sending (4x per year)			✔
Subscriber list management			✔
Design/build custom email templates (4x per year)			✔
Monitor email campaign deliverability and mitigate delivery problems			✔

Included Service Hours

	Consulting/Training Hours			Design/Dev Hours		
	ESP	SSP	TSP	ESP	SSP	TSP
Tier 1	-	10	25	-	20	75
Tier 2	-	20	50	-	30	125
Tier 3	-	30	75	-	40	175
Tier 4	-	40	100	-	50	225
Tier 5	-	50	125	-	60	300