

Service Plans

2022



Your website, only better.

That is our motto. While it's a pretty simple promise, there is a lot that goes into keeping it.

When we manage a website, our goal is to make it better in every way. We take care of everything from the underlying hosting environment to the smallest design fix.

Here are a few examples of what our service plans cover:

- Comprehensive hosting of your WordPress website including a staging environment
- All updates to the core WordPress software
- All updates to WordPress plugins
- 24/7 site availability monitoring
- Website management training for your marketing team and IT staff
- Site audits for spelling errors, missing images and broken links
- Ongoing testing of your website's performance across key metrics
- Friendly and fast customer support by phone, email or Slack

When it comes to managing websites, Tenrec provides a complete package.

In our opinion, the most complete package you'll find anywhere. Our service plans are much more than a checklist of tasks; they're our promise to you that we will maintain, protect, extend and enhance your website and, in the process, make your life a little better.

Introduction to Service Plans

We provide three different types of service plans: the Essential Service Plan (ESP), the Site Service Plan (SSP) and the Total Service Plan (TSP). The ESP includes our base level of site management services. SSP and TSP plans include additional services and benefits, such as more frequent reviews and larger blocks of service hours that can be used for any design or development needs you have.



Website Tiers

We divide websites into tiers based on page count. On one end of the spectrum, websites with fewer than 500 pages are “Tier 1.” On the other end, websites with over 10,000 pages are “Tier 5.” Tiers 2, 3, and 4 cover everything in between.

Changing Plans

If you need to change plans during the year, just give us a call and we’ll make the necessary adjustments to get you on a new plan.

Duration

Our plan year begins on January 1 and ends on December 31. For clients joining us after January 1, we will prorate the service plan based on month. For example, a client beginning a service plan in July will pay 50% of the plan cost and will receive 6 months worth of site management services.



Essential Service Plan

The Essential Service Plan provides organizations with a core set of services for hosting, monitoring and maintaining a website.

Managed Hosting

- Managed hosting of the live, production instance of your website, extranet or online application
- Managed hosting of a staging instance of your website, extranet or online application
- Active maintenance and updating of all web server hardware and software
- Integration with a top-tier, global content delivery network
- 24/7 site monitoring
- SSL/TLS encryption, setup and management of security certificates
- DNS record monitoring

Site Reviews and Recommendations

- Annual Search and SEO Evaluation
- Annual Security Review
- Annual Performance Assessment
- Annual Health Check Up

Resource Management

- Provide and manage web font subscriptions
- Track image usage and media licenses
- Perform all WordPress security-related updates
- Perform all WordPress plugin updates
- Report any bugs or issues found after updates
- Setup and management of Google® site reporting tools (Analytics, Tag Manager and Search Console)
- Provide premium licenses for a variety of plugins, which may include:
 - Gravity Forms®
 - Relevansi®
 - Elementor®
 - Advanced Custom Fields Pro®
- Production and hosting of up to 10 site admin training videos

Client Portal

- Access to all the details and tools relevant to your website through the Tenrec Client Portal
- Custom Google Data Studio Report
 - Website traffic analysis



Site Service Plan

The Site Service Plan keeps your website or application running smoothly and up-to-date.

Managed Hosting

- Managed hosting of the live, production instance of your website, extranet or online application
- Managed hosting of a staging instance of your website, extranet or online application
- Active maintenance and updating of all web server hardware and software
- Integration with a top-tier, global content delivery network
- 24/7 site monitoring
- SSL/TLS encryption, setup and management of security certificates
- DNS record monitoring
- DNS record hosting and management

Site Reviews and Tune Ups

- Search and SEO Evaluation and Tune Up
 - 5 pages optimized per quarter
 - Quarterly reports on SEO performance and progress
- Annual Security Review and Tune Up
- Annual Performance Assessment and Tune Up
- Annual Health Check Up
- Annual Compliance Audit

Resource Management

- Provide and manage web font subscriptions
- Track image usage and media licenses
- Perform all WordPress updates
- Perform all WordPress plugin updates
- Report any bugs or issues found after updates
- 12 maintenance hours for mitigating bugs caused by WordPress or plugin updates
- Setup and management of Google® site reporting tools (Analytics, Tag Manager and Search Console)
- Provide premium licenses for a variety of plugins, which may include:
 - Gravity Forms®
 - Relevanssi®
 - Elementor®
 - Advanced Custom Fields Pro®
 - Yoast Premium®
- Production and hosting of up to 20 site admin training videos
- Premium subscription to aHrefs All-in-One SEO tool set

Client Portal

- Access to all the details and tools relevant to your website through the Tenrec Client Portal
- Custom Google Data Studio Reports
 - Website traffic analysis
 - Link and spell check
 - SEO performance



Total Service Plan

For clients needing a full range of support and maintenance services, our Total Service Plans provide all the benefits and capabilities of having a dedicated web team at a fraction of the cost.

Managed Hosting

- Managed hosting of the live, production instance of your website, extranet or online application
- Managed hosting of a staging instance of your website, extranet or online application
- Active maintenance and updating of all web server hardware and software
- Integration with a top-tier, global content delivery network
- 24/7 site monitoring
- SSL/TLS encryption, setup and management of security certificates
- DNS record monitoring
- DNS record hosting and management

Site Reviews and Tune Ups

- Search and SEO Evaluation and Tune Up
 - 5 pages optimized per month
 - Monthly reports on SEO performance and progress
- Annual Security Review and Tune Up
- Annual Performance Assessment and Tune Up
- Annual Health Check Up and Tune Up
- Annual Compliance Audit
- Annual Email Deliverability Review
- Annual Local Business Listings Review

Resource Management

- Provide and manage web font subscriptions
- Track image usage and media licenses
- Perform all WordPress security-related updates
- Perform all WordPress plugin updates
- Report any bugs or issues found after updates
- 25 maintenance hours for mitigating bugs caused by WordPress or plugin updates
- Setup and management of Google® site reporting tools (Analytics, Tag Manager and Search Console)
- Provide and manage plugins, such as:
 - Gravity Forms®
 - Relevanssi®
 - Elementor®
 - Advanced Custom Fields Pro®
 - Yoast Premium®
 - WordFence Premium®
- Production and hosting of up to 30 site admin training videos
- Premium subscription to aHrefs All-in-One SEO toolset

Client Portal

- Access to all the details and tools relevant to your website through the Tenrec Client Portal
- Custom Google Data Studio Reports
 - Website traffic analysis
 - Link and spell check
 - SEO performance
 - Social media traffic
 - Two custom reports

Have questions about our service plans?

Call us at [888.983.6732](tel:888.983.6732) or email us at info@tenrec.com for more information on our plans, pricing, and available discounts.



Other Products & Services

The following products and services are available on an à la carte basis. Please contact us for more details about these offerings.

Traffic Generation

Monthly or quarterly search engine optimization and other traffic building programs customized to your business.

Site Testing Program

Automated testing of your site's pages and functions. Tenrec will create scripted programs to test your site and alert you if any critical site function stops working.

A/B & Multivariate Testing

A program for testing content and design variations across one or more of your site's pages. This program will increase the effectiveness of key pages on your site.

Email Marketing & Communications Management

Tenrec can design, build and manage email marketing campaigns and subscriber lists for your organization.

Document Generator

Tenrec's Document Generator gives you the ability to quickly assemble polished Microsoft Word documents from your website. It can also combine web content with other MS Word documents, allowing users to create complete proposals or pitch books from a mix of live web content and pre-existing material. The Document Generator works with WordPress and Darwin Site Manager websites

Experience Manager

Tenrec's Experience Manager allows you to manage, track, report on and collaborate on your firm's prior experience data and descriptions. The tool connects to your website so experience data can be published instantly.

Tenrec Hosting Details

Tenrec provides its clients with top-tier managed hosting services. We have built our hosting environments from the ground up to deliver best in class performance, redundancy and site security. Tenrec maintains clustered and cloud hosting environments.

WordPress Hosting

For hosting its WordPress and PHP clients, Tenrec maintains a dedicated server hosted on the WP Engine framework inside Google's cloud hosting infrastructure. This environment has the following specifications:

- Hosted on Google's cloud computing platform with the private global fiber network servicing Google's own servers
- Self-healing: auto-recovery from hardware failures with sub-second data availability
- High availability environment*
- Supports high transaction volume
- Cloudflare Global Edge Security (GES), WP Engine's enterprise-grade content delivery network (CDN) and security platform
- Industry standard Wordfence security and WAF software
- Managed WordPress updates and automated plugin upgrade tools
- End to end SSL/TLS encryption
- Threat detection and blocking; intrusion detection and prevention systems (IDS/IPS)
- WordPress specific security permissions and roles limiting the ability for malicious activity by plugins or other exploits
- SSAE-18 certified
- 24/7 site monitoring

*Google cloud's live migration technology enables hardware and software updates without impacting virtual machine availability, applications, or workloads. This environment is scalable and adjusts for capacity or hypervisor issues with little downtime.