



Website Care Plan Infosheet

Peace of mind. no hassle. Affordable.

WordPress Website Support

Our Website Care Plan is affordable, monthly support for your website, that takes care of backups, software updates, security, provides monthly Google Analytics reporting and gives you 30 mins of content management/support time to improve your site, so you know your website is looked after, continues to represent your brand appropriately and is iteratively improving over time.

Plan Details

The monthly plan will consist of executing the following services.

We will:

- Update WordPress to it's latest version
- Update WordPress plugins to their latest version
- Address any issues that occur during the update process
- Backup website database and site files (once a month)



- Optimise the WordPress database
- Perform SPAM & revisions cleanup
- Run security and performance scan
- Perform support requests within an allotted 30 mins a month
- Provide a detailed Monthly Report of updates and findings
- Provide ongoing email support

Additionally, the following "behind the scenes" features are included in every plan:

- Regular site health checks
- Uptime monitoring to keep us aware of any site performance issues

Benefits include

- **Peace of Mind** that your website will run the latest version without conflicts.
- **Experienced Website Professional Team** for an affordable price. We have a full team to support you and your needs.
- **Support Desk** you can email with a quick turnaround of 1-2 business days.
- **Incremental improvements** to your site for improved results. We can action the insights from Google Analytics and heatmaps.
- **Premium licences included;** such as Elementor Pro, Astra Theme, WP Rocket and a whole host of others. If we have access to it, you don't need to purchase the premium licences, **saving you £100's per year.**



It's not a fee. It's an investment:

We have kept our price simple. Just one, clear monthly investment to ensure your website continues to work well and keeps your organisation flowing.

Our Essential Care Plan is usually ~~£99pm~~ per site for larger businesses.

However, for small organisations and startups, we're offering the Essential Care Plan for **£49pm**.

The feedback we've received from our clients is at that price point, the time and mind space they save from not having the hassle of managing these tasks themselves, as well as knowing there's support each month to make improvements to their site, far outweighs the modest investment.

Frequently Asked Questions

Q. Why do I need an ongoing plan when my WordPress version can be set to update automatically?

A. Your website may or may not be set to update your WordPress software automatically for you (please check with your developer), but automated



WordPress version updates will not update your plugins.

WordPress plugins are created by multiple authors and are consistently updated to newer versions to comply with the latest version of WordPress or to address security issues and bugs. It is not guaranteed that the mandated updates to WordPress will not break the website, nor that plugins will continue to function if not updated.

For this reason, having a trained web specialist on hand to monitor the website is necessary to update plugins, rollback plugins, replace plugins or even adjust the theme to continue optimal performance.

Q. Can I cancel anytime?

A. Yes, you can cancel anytime. You are under no obligation to continue the ongoing service. We just ask you to give us 14 days notice so we can carry out our last thorough update of the website and remove our administrator credentials.

Q. How do I contact you when I have a problem?

A. We provide a support ticket desk for quick turnaround and tracking of all support requests. You can submit all requests to support@growth.co and we will reply within normal business hours.

Q. Will you help with Support Requests longer than 30 mins or other requests not covered by the Care Plan?

A. Absolutely. Should you need help with any small tasks that require longer than 30 mins to action, you can purchase a 'TimeBlock' to call off against. If the requirement is bigger than a day, we can discuss the scope of your requirement and provide a specific quotation for the work. Please [click here](#) to view our additional support options.



Let's get Started

If this sound like a good fit for your business, please just get in touch and we'll get you start. Any questions, please don't hesitate to call.

All the best.

Mark.

Growwth™ - Website Management

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