"Peace of Mind" Managed Services

Website Management Done Right

C2 Solutions offers "Peace of Mind" managed services to ensure your website is properly managed giving you comfort you need as a business owner. This ensures the investment in your website is protected and you are getting the best experience for your end-users.

Typically there is a big difference in the quality of service provided by most website hosts and the support offered by web designers. **Largely website owners are unaware of these differences.** They thus expose themselves to unnecessary business risk, especially if your website is hacked or the website host has a major failure. **To protect yourself from these risks it is vital your website is regularly patched, has appropriate security and is backed up offsite.**

"Last year our website was hacked and completely unrecoverable. Its comforting to now know there is a copy of my website stored elsewhere"

- Kim Beslich, Schneider Fishing Lines

Additionally, your **website's performance and bandwidth can be improperly managed**, which adversely affects your SEO ranking with search engines like Google. Utilising Content Distribution Networks (CDN's) and proper website caching techniques, **C2 Solutions can reduce your bandwidth footprint and improve your SEO ranking** by ensuring your website content is delivered to your website viewer from a local distribution point around the world.

Lastly, if not properly maintained and patched, your website will start to fail over time and become increasingly vulnerable to hacking. **It is vital that your website is regularly patched** - this includes your theme, plugins and website core code.

The "Peace of Mind" Managed Service:

Every business is different, so our Managed Services offer a range of services that you can select to suite your needs, in addition to your standard hosting plan.

"Fantastic website performance! We've had a 70% reduction in bandwidth usage and were able to cope with a massive spike in traffic from a viral social media campaign when our baby koala was born."
- Michelle Aldred, Symbio Zoo

1. **Website Performance and Bandwidth Minimisation** - 13

2. **Regular Offsite Backups** - ensure your site is always recoverable by having a regular offsite backup. Recommended for ecommerce stores and businesses that rely on their website as a primary business function and want to manage their risks.

3. **Website Patching and Maintenance** - keep your website healthy and operational by regularly patching the theme, plugins & core code. Recommended for all websites, especially ecommerce stores and businesses that rely on their website as a primary business function and want to manage their risks.

Please see the following page for a comparison of features

Comparison of Services

The below shows the difference you get with a regular provider and the valuable services offered through the C2 Solutions "Peace of Mind" Managed Service.

Features		Services From Other Providers	C2 Base Hosting	C2 Performance & Bandwidth	C2 Regular Offsite Backups	C2 Patching & Maintenance
Website Setup Checks	A comprehensive checklist to ensure your website is built properly	**X**	60+ checks			
Website Deployment Checks	A set of post-launch checks to make your website live and let the world know.	**X**	20 checks			
Regular Hosting	Includes file storage, database & bandwidth.	✔	✔	✔		
Hosting Space (Gb)	The amount of space provided to host your website, database and email. **Additional Hosting Space is available above 1Gb at $7.50 p/m per 1 Gb.**	Varies	✔ 1 Gb	✔ 1 Gb + As much data as you need		
Hosting Bandwidth (Gb)	The amount of traffic your website can use per month. It is recommended websites using above 5Gb of bandwidth per month or more make use of a CDN (see below) to optimise their performance and Google rankings. **Additional Bandwidth is available above 5Gb at $7.50 p/m per 5 Gb.**	Varies	✔ 5 Gb	✔ 5 Gb + As much bandwidth as you need		
Content Distribution Network (CDN)	Optimum website performance by distribution through Amazon CDN points around the world.	**X**		✔		
Regular Onsite Backup	Backups that occur to the same server, or same infrastructure at the same location	✔	✔		✔	
Regular Offsite Backups	Backups that occur to a remote location separate to your regular website hosting.	**X**	**X**		✔	
Website Core Code Patching	Patching to the core website technology platform.	**X**	**X**			✔
Plugin Patching	Patching to the plugins that provide the functionality on your website.	**X**	**X**			✔
Theme Patching	Patching to the theme that is the design of your website (every 3 months).	**X**	**X**			✔
Monthly Health Checks*	Additional health checks to ensure optimal performance and health.	**X**	**X**			✔
Included Patching & Maintenance Support Hrs/p/month*		**X**	**X**			30 mins
Price (p/month)		**$6-35**	**$27.50**	**C2 Base Hosting + $19**	**C2 Base Hosting + $13.50**	**C2 Base Hosting + $77.50**
				Special Offer: Total Peace of Mind **Base Hosting $27.50 + Managed Services $97 (10% off) ex GST**		

Special Offer: Save when you get Total "Peace of Mind" Managed Services as a package for just $97 p/month (10% discount), on top of your base hosting plan $27.50 p/month. Plus, Total "Peace of Mind" Package members get all ongoing website support and development at the discount rate of $108 p/hr (10% discount) while they stay on the package. All prices ex GST.

* Support hours are used as part of the regular maintenance tasks (like break/fix) and cannot be used for website changes or development. Additional works to maintain the site as part of the Managed Service repairs are charged at $108 p/hour (10% discount), usually $120 p/hr.