



FOX CARE PLANS

SILVER SUPPORT

Support to ensure that your site/service is always monitored, managed and backed up. It includes any security upgrades and routine maintenance of web servers. In addition, you receive a limited amount of telephone and email support for questions for CMS queries, email account configuration, domain management assistance, etc; a user guide for your CMS product, and we will test your product in the latest web browsers and on mobile devices and ensure that it works as designed to.

Does not include: fixing errors that are caused by user error (eg: in the CMS); new browser/device upgrades (report only – quotations for work required will be submitted)

This package is perfect for: clients with websites/services, that have some small bespoke elements, and/or that update with reasonable frequency, using a CMS, or running a mail server or internal server that needs configuration changes made periodically. Where knowing your website works on the latest browsers and devices is important.

GOLD SUPPORT

As a Gold member you will receive a priority response from the team. Gold Service includes all of the Silver Service level with the inclusion of upgrades of all software. For example, when your CMS moves to the next version, we will upgrade yours as a matter of course, ensuring you are always using state-of-art software, making future changes quicker and cheaper. This level also includes ensuring that your service always works in the latest browsers and on the latest devices. However, if your service has bespoke elements, you should note that there may be charges incurred for our staff to be trained in your solution.

This package is perfect for: clients with bespoke web solutions, complex CMS driven website, and/or where the web solution is central to the business proposition, where support response time is critical and the website should work 24/7, on all current devices. Unlikely that new features or design changes will be required.

FOX WEB SOLUTIONS LTD

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PLATINUM SUPPORT

Our top-level service. Includes highest priority response time and direct access to an account manager and a dedicated engineer. The engineering team member will know and understand your solution backwards. They will be assigned to you as a point of contact and you will be able to discuss issues or future features with them directly. They will carry out any new feature requests and will be able to do so very rapidly, ensuring that your costs are kept to a minimum and turnaround times are fast.

You will also benefit from your engineer giving your product ongoing optimisations making your product faster and better for you, or your customers, to use. Your engineer may well use your product as a place to implement new cutting-edge technology.

Platinum also includes all of the services included in the Gold Service package.

This package is perfect for: clients with evolving bespoke web solutions/applications, where system engineering/design changes will be required more than once a year, and/or where engineering response time is critical and engineer system knowledge and problem solving capability critical.

	SILVER	GOLD	PLATINUM
Hosting Support	✓	✓	✓
Email Support	✓	✓	✓
Bandwidth	✓	✓	✓
Web server management/maintenance	✓	✓	✓
User guide	✓	✓	✓
Free Telephone and Email support	✓	✓	✓
Ongoing browser/device testing	✓	✓	✓
Browser/device Fixes		✓	✓
Priority response		✓	✓
Upgrade of product software to latest industry standards and to work on new major devices		✓	✓
Engineering staff always trained in system			✓
Dedicated engineering contact			✓
Continual ongoing technical improvements			✓
Estimated Annual Hours	12	24	50
Monthly Fee	\$150	\$280	\$590

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