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Website Concierge Services
**Unleash The Internet Sales
Potential In Your Business**

unleash
the internet
sales potential
in your business

Introduction

Websites are a critical part of a modern businesses public profile, and are an important source of sales leads. Your website creates the critical first impression about your business for prospective clients, and resources to retain existing clients.

Our Website Concierge services will keep your website running reliably, proactively supported by our technical experts. ensure its backed up and We can also provide basic SEO services.*

* Business & Premium Packages

Website Concierge Packages

This range of Website Concierge Packages have been developed to suit typical business requirements. If you have a specific requirement we would be pleased to provide a quotation for your consideration.

Budget

Trying to make ends meet but recognise the importance of a reliable up to date website? Our **Budget Website Concierge** package minimises expense without sacrificing basic website services.

This package includes

- Reliable Australian based web hosting
- Website Firewall protection against hackers
- Basic web reporting and services
- Additional support services available based on an adhoc fee basis.

Business

If your website is important to your business, then this package will keep it operating, current and shield it from hackers at an affordable rate.

Using high performance Australian based web hosting and programmed maintenance services we ensure your website is up to date and available when your clients want to visit it.

The Business Website Concierge includes

- Robust, reliable Australian based web hosting
- Managed in a controlled web hosting environment
- Website availability and sales performance reporting
- UP to 1 hour of our resource per month for activities including
 - Proactive and routine website maintenance
 - SEO related activities

- Minor website content updates
- Additional support services available based on an adhoc fee basis.

Business Website Concierge is ideally suited to WordPress websites which do require slightly higher web hosting performance, improved hacker immunity and regular maintenance/updates.

Premium

Our no compromise Premium Website Concierge service provides a Service Level Agreement linked no downtime guarantee, high performance, high care dedicated website environment.

The Business Website Concierge includes

- Robust, reliable Australian based web hosting
- Dedicated web hosting environment for your site alone
- Website tech and sales performance reporting
- Up to 2 hours of our resource per month
 - Proactive and routine website maintenance
 - SEO related activities including strategy
 - Minor website content updates
- Additional support services available based on an adhoc fee basis.





















Maintenance Only

If you prefer to retain your current web hosting but would your site regularly checked, system software kept updated and someone to make occasional content edits for you, then this is the option for you.

- Up to 1 hours of our resource per month
 - Proactive and routine website maintenance
 - SEO related activities including strategy
 - Minor website content updates
- Additional support services available based on an adhoc fee basis.

Note that unless you current web hosting organisation provides active firewalling, we cannot provide any assurance of hacker risk reduction.

Services Comparison

Hosting Service	Maintain Only	Budget	Business	Premium
Shared Server Good Reliable Website Performance Australian based hosting				
Shared Virtual Private Server Limited co-located sites High performance Australian based hosting				
Dedicated Virtual Private Server Extreme Performance Complete site isolation & protection Australian based hosting				
Hacker risk reduction Active website firewall protection				
Availability Reporting - Availability Monitor				
Website Backup - Off site backups				
- Weekly off site backups				
Backup Restoration - No fee backup restoration / site rebuild				
WordPress Updates - Plugin and core updates - Theme update notification Note 1				

Notes:

1. We won't directly update your WordPress theme to avoid introducing design compatibility issues. We will notify your web developer of theme updates.

2. If your web developer manages CMS updates these must be undertaken ASAP to reduce hacker exposure to the server.

Technical Hosting Parameters

Service	Maintain	Budget	Business	Premium
Webhosting Space	n/a	500Meg	1 Gig	20 Gig
Bandwidth per month	n/a	1 Gig	10 Gig	50 Gig
MySQL databases	n/a	1	2	10
EMail accounts ^{Note 2}	n/a	5	20	Unlimited

Notes:

1. Additional space or bandwidth provided on a fee for service basis.
2. Email support is not provided. We will setup email addresses but can only provide limited email configuration or spam reduction support. We recommend you manage this with your IT Desktop Support.
3. All hosting is MySQL PHP. Please contact us if you require Microsoft web server hosting

Fees

Service	Monthly	Quarterly	6 Month
Maintenance Only	\$ 50	\$ 142.50	\$ 270
Budget Website Concierge	\$ 50	\$ 142.50	\$ 270
Business Website Concierge	\$ 150	\$ 427.50	\$ 810
Premium Website Concierge	\$ 500	\$ 1,425	\$ 2,700

Call us for multiple website pricing.

Our adhoc rate is \$130 ex GST per hour (15 minute increments)

Terms

Prices are excluding GST

Fees are invoiced monthly, quarterly (save 5%) or half yearly (save 10%) in advance.

Our terms of sale are available: <http://www.succinctideas.com.au/legals/terms/>

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