

Our Magento Support Plans

	BRONZE	SILVER	GOLD	PLATINUM
Applicable Times Times your support cover is active	Mon-Fri 10am-4pm	Mon-Fri 9am-5pm	Mon-Fri 9am-5pm Mon-Fri 5pm-9pm* Sat/Sun 10am-4pm*	24/7*
Online Customer Portal You will get full access to our online ticketing portal customised to your organisation	✓	✓	✓	✓
Daily & Weekly Summary Roundup Email A summary report sent daily (or weekly) showing you all support items and statuses	✓	✓	✓	✓
Email Support Don't like having to log in to a portal? No problem! Just drop our friendly support department an email instead	✓	✓	✓	✓
Telephone Support Would you rather speak to us? No problem! Our team of experts will be on hand to assist during office hours	X	✓	✓	✓
SUPEE Patch Package Don't get caught out! With our SUPEE patch package you get instant action whenever Magento release a new security update without it breaking the bank	X	✓	✓	✓
Merchant Centre/Feed Support*** Ensuring your products are kept live and that any potential issues with the data feed are swiftly resolved with as little interruption to service as possible	X	✓	✓	✓
Unused Time Rollover Not managed to use all of your retainer in the allocated month? No worries! We can spread the overage out across the remaining months in your contract, meaning you never lose your precious time	X	✓	✓	✓
New Relic Pro Account** This useful tool enables you and our team to have full visibility of the website performance with access to throughput measurements, error reporting and average speed. It can also be set up to provide key transaction and server monitoring!	X	X	✓	✓
Sucuri Monitoring** Block attacks and protect your site with Sucuri's Website Firewall. This includes virtual patching & hardening, DDoS protection, CDN performance optimization, signature detection, bot blocking, and more to protect against tomorrow's threats	X	X	✓	✓
Out of Hours Support Your customers don't just stop and take a break so neither do we! Our OOH support keeps you covered when you need it most meaning you will have the peace of mind knowing we are there for you	X	X	✓	✓
Proactive Monitoring Our dedicated team of experts will be proactively monitoring your server for disk space usage and other crucial areas to ensure everything is running smoothly	X	X	✓	✓
Advanced User Training Need a little helping hand? Our team of Magento Certified experts will be right at your service with some dedicated training to suits your needs	X	X	✓	✓
Monthly Support Call Dedicated time reserved each month for you to speak directly to our Head of Support about anything you wish!	X	X	✓	✓

Performance Audit Keep your website in top tip condition with our performance audits that can be used to improve site speed and more!	X	X	Annually	Bi Annually
Security Audits In today's world, no matter how serious you take your cyber security, there's always the concern that something could have gone unnoticed. With our security audit, we give your website a full health check to make sure everything is still secure	X	X	Annually	Bi Annually
Response Time SLA Fed up of never being acknowledged when you contact your agency? Fear not! With our guaranteed response time SLAs, you can be sure that your requests will be dealt with quickly	6 Hours	3 Hours	2 Hours	30 Mins
Adhoc Hourly Cost The time you use for dealing with support is taken directly from your retainer package, but should you run out one month, don't worry! We can accommodate it for you!	£150	£125	£100	Retainer Rate/£95****
Contract Length	2 Years	2 Years	2 Years	2 Years
Monthly Cost	Contact us for pricing	Contact us for pricing	Contact us for pricing	Contact us for pricing

**All priorities actioned during office hours (mon-fri, 9am-5pm), only Priority 1 actioned OOH*

***Limited to one server/site setup, additional servers/sites cost extra*

****Will be included in Bronze package for marketing clients only*

*****Whichever is greater*