

# CLIQUE

## Total Support 2020

---

We believe in the durability of our work. However, our delivered work lives in a world of constant change with updates to browsers, operating systems, laws, hacking threats, and trends. We've replaced the traditional hourly support model with a sustainable approach that keeps our work up to date and worry-free.

### **Total Support Service Summary: \$1,000/Month**

#### **Includes the following:**

- Dedicated Account Manager and support engineer
- 100% Remediation of any issues/bugs from the delivered scope of work
- Monthly Scans for Wordpress / Plugin Version Updates
  - Includes Implementation of recommended updates
- Up to 8 hours of enhancement/requests (\$125/hour after that)
  - \*Requests exceeding 8 hours will be scoped out and billed separately. Any remaining Retainer hours for the month will be applied as credits to the related invoice.

#### **Does not include:**

- SEO/Marketing
- Enhancement requests that may exceed 8 hours
  - Enhancements that exceed 8 hours are projects, and will be managed with an estimate and scope of work for approval.
- Managed Hosting (\$500/mo)

#### **Hours and Contact:**

- Monday - Friday, 9AM CST to 5PM CST
- Support email: [support@cliquestudios.com](mailto:support@cliquestudios.com)
- Ticket System: <https://cliquestudios.com/support>

#### **Off Hours Emergencies**

- Off Hours Ticket System: <https://cliquestudios.com/emergency>
- Off Hours support number: [Custom Per Client]

#### **\*Pre-Launch Production Environments**

In most cases, for new sites a production environment will be setup in the same month that the site will be launching. If the launch is delayed or there is a need to procure an environment prior to the month of launch, the monthly rate will be prorated to \$100/mo until the site goes live.

## Managed Hosting Services Details

**\$500/Month**

|  |   |
|--|---|
| <p><b>Server Specs:</b></p> <ul style="list-style-type: none"><li>8 GB Memory</li><li>4 Core Processor</li><li>160 GB SSD Disk</li><li>5 TB Transfer</li></ul> | <p><b>Included Services:</b></p> <p><b>Virtual private hosting environment</b></p> <ul style="list-style-type: none"><li>• Production -Your live site</li><li>• Staging - Copy of your live site for development/testing</li></ul> <p><b>Weekly Full Site Backups / Daily Database Backups</b></p> <ul style="list-style-type: none"><li>• If your site needs to be restored, <b>at most you will lose 1 day</b> of data.</li><li>• Backups maintained for a rolling month offsite on Amazon S3</li></ul> <p><b>Off Hour hosting Support</b></p> <ul style="list-style-type: none"><li>• Our team is available to resolve hosting issues both during and after normal working hours. Issues for sites not hosting through Clique are supported during normal business hours.</li></ul> <p><b>Monitoring &amp; Monthly Site Review:</b></p> <p><b>Uptime Monitoring</b></p> <ul style="list-style-type: none"><li>• Your site's performance will be monitored *24/7 for uptime and response issues every minute.</li><li>• Any issues will trigger automated alerts to our team<ul style="list-style-type: none"><li>○ Average 1-3 hours if restore from backup is needed.</li><li>○ Up to 1 hour for remediation is included</li></ul></li></ul> <p><b>Security Monitoring:</b> Detect and proactively patch server-level vulnerabilities and security issues.</p> <ul style="list-style-type: none"><li>• Automated Security Threat detection</li></ul> <p><b>SSL Certificate Monitoring:</b> Install and proactively update SSL certificates.</p> |
|--|---|

## Server Requirements for Client Provided environments

The following server settings and requirements outlined below indicate what's required to enable our team to do additional hosting support for clients who are not hosting with us. We can support sites that don't meet these requirements but may have limitations in turnaround and optimal support.

**Requirements if Clique *will* have Root SSH Access** (Recommended and speeds up issue resolution)

|                                  |            |                 |
|----------------------------------|------------|-----------------|
| Ubuntu >= 18.04.2 x64<br>Apache2 | PHP >= 7.1 | MySQL >= 5.7.17 |
|----------------------------------|------------|-----------------|

**Requirements if Clique *will NOT* have Root SSH Access**

|  |  |  |
|--|--|--|
| Ubuntu >= 18.04.2 x64<br>Apache2<br>Apache2 modules: <ul style="list-style-type: none"> <li>● headers</li> <li>● rewrite</li> <li>● deflate</li> <li>● expires</li> <li>● ssl</li> </ul> | PHP >= 7.1<br>PHP Extensions: <ul style="list-style-type: none"> <li>● OpenSSL</li> <li>● PDO</li> <li>● Mbstring</li> <li>● Tokenizer</li> <li>● XML</li> <li>● Curl</li> <li>● Mcrypt</li> </ul> | MySQL >= 5.7.17<br>Zip / Unzip Unix packages<br>phpMyAdmin<br>Gitnpm<br>Node.js >= 8.x<br>NPM<br>Yarn<br>Gulp<br>Bower |
|--|--|--|