

WordPress Website Hosting and Maintenance Service

Pendu/um

www.pendulumcreative.uk

OVERVIEW

Every website needs to be hosted on a server so it is accessible and available to the public. At **Pendulum**, we take great pride in providing a well-maintained and modern hosting infrastructure, offering something a little different than the majority of other providers.

We lease our dedicated server from **Positive Internet Ltd**, a UK-based hosting specialist focused on running an industry-leading infrastructure while maintaining local green energy sources. Our dedicated server only shares its resources with other websites hosted by Pendulum, ensuring both its integrity and guarantee of no resource over-usage, as well as delivering a high level of performance and reliability for every website.

This document details the WordPress Website Hosting and Maintenance Service offered by Pendulum. This is a monthly recurring service, tailored to the specific requirements of your website and its underlying content management system (CMS).

We are happy to discuss your requirements to determine which of our packages is most suitable for your website and bespoke packages are also available to suit your needs.

OUR SERVICE

Our WordPress Hosting and Maintenance Service not only provides reliable hosting, but also ensures that your website is kept secure and backed up at all times. Clients who undertake this service will benefit from the following

Hosting

- Websites are hosted on our dedicated server and monitored by an experienced team of engineers.
- All hosting packages include the live website environment, and an additional development environment if required.

Security

- The server is kept up-to-date with the latest security patches on an ongoing basis.
- Ad-hoc and automatic application of critical WordPress core and plugin security updates when released.
- Automatic application of WordPress core and Plugin updates when released.
- Ongoing monitoring of WordPress core and plugin issues, with website scanning to inform our tech leads of any plugins that are installed that have known issues.
- Live website uptime monitoring 24 hours a day, 7 days a week, 365 days a year if included in your plan. If your website is offline, we will know about it instantly via text message and email and will work to restore it the quickest way possible.

Support

- Support and response within office hours: 9:30 am to 5:00 pm, Monday to Friday, excluding UK bank holidays.

Support can be requested at any time by emailing the email channel at support@pendulumcreative.uk

- Support with diagnosing errors and suggesting appropriate fixes or updates to resolve them.
- Action is taken to fix errors and updates if included in your plan.
- Downtime monitoring and action is taken without client intervention required if you choose the premium plan.

- Our support response times are as follows:

Highest priority issues - resolution within 8 working hours.

High-priority issues - resolution within 12 working hours.

Medium priority issues - resolution within 24 working hours.

All remaining issues - resolution within 32 working hours.

- Clients on our Premium plan may receive development support time per month for bug-fixing and content updates.

Backups

- Backup snapshots of website files and databases are taken at specified intervals.
- Archive of backups constituting for the last 30 days.
- All backups are stored outside of the hosting infrastructure and can be redeployed.

Analytics and tools

- Google Analytics; set up analytics tools on your website if not in place.
- Yoast SEO plugin; set up to help improve your SEO and content writing.
- GDPR consent plugin; set up the premium GDPR cookie consent plugin giving your visitors fine control over consent.
- Gravity forms plugin; free use of the premium plugin to help build lead and contact forms.

OVERVIEW

Take a look at the managed hosting packages we offer and the features from which your website will benefit (all prices exclude VAT). All packages are offered on a per WordPress installation basis.

	Basic support £30/month*	Standard support £150/month*	Premium support £450/month*
Disc space	2 GB**	4 GB**	8 GB**
Visits per month	25,000**	50,000**	100,000+**
Backup frequency	Daily	Daily	Daily
Backup storage duration	30 days	30 days	30 days
Wordpress and Plugin updates	Wordpress and Plugins***	Wordpress and Plugins***	Wordpress and Plugins***
Active support time	No	4 hrs/month	8 hrs/month
Out-of-hours response	No	No	Yes

*Payments are taken using on a monthly basis by GoCardless Direct Debit, or by yearly invoice BACS.

**Additional disc space & visits per month are charged in months when used

***Plugin updates may exclude plug-ins that manipulate theme templates and the theme includes template customising. For example, WooCommerce template overrides are not supported but can be arranged as a custom support addition.



GET IN TOUCH

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