



Your digital partner

Hosting & support options

frogspark.co.uk

Head office:

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**Basic****£80**

per month

Keeping wordpress & plugins up to date and secure each month so you're not at risk from hacking

Daily backups, In the event of any data loss the site can be rolled back to a previous version as backups are captured twice a day.

Free SSL certificate

Monthly traffic report

Phone or Email Frogspark in the event of needing technical support

Secure**£160**

per month

Everything in basic

Pro-active security monitoring (malware scans, enhanced firewalls, login attempt tracking)
Centered around GDPR, this ensures that your site is pro-actively checking against any threats and potential data breaches

Pro-active checks to ensure the site is operational

Website monitoring so we're the first to know (within 1 minute) if your website is down

FAQ

Why do I need to keep Wordpress/my platform up to date?

Security - each update will improve and enhance the security of the website which reduces the risk of the website being hacked. Wordpress sites and plugins that aren't updated run the risk of becoming very vulnerable. It is important to make sure this is done frequently even if you don't take a support option with us.

Performance - frequent updates to wordpress can improve the speed and performance.

Why do I need an SSL?

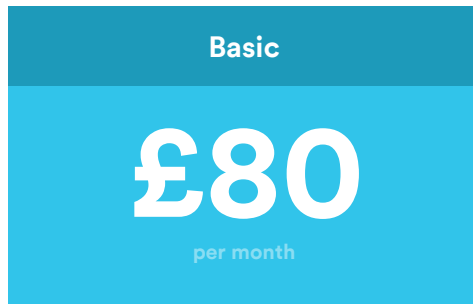
This is extremely recommended as it improves SEO rankings, encrypts any form data submitted from your site and also is becoming more of a requirement from the Search Engines.

But I can host for £10 per month?

Yes, you can but clients need to be aware that if they choose this option they need to keep wordpress up to date, check that hosting provides backups and understand if their server has any issues we may not be able to help with support.



Basic support



With our basic support package, you don't need to worry about looking after the security of your site, because every month we'll go in and make sure everything is working as it should, and is as secure as possible,

- Cloud hosting
- 2x daily backups
- 99.9% uptime
- Unlimited bandwidth
- Unlimited databases
- Free SSL certificate
- Monthly security updates to CMS
- Monthly traffic report
- Telephone & email support



Secure support



This package takes security to another level. You will have pro-active security monitoring software running on your site to keep any malicious activity away, and will receive a monthly report to ensure GDPR compliance at every stage.

- Everything in basic
- Uptime monitoring
- 1x advanced check
- Page speed monitoring
- Firewall protection
- Hack prevention
- Malware protection
- Password auditor
- Monthly security report



Bespoke support

Bespoke

£250*

per month

For websites that require a more comprehensive infrastructure. Everything in the first two packages but we will advise and tailor a supported hosting and maintenance plan to your unique needs. Your site will be hosted on a virtual private server and we will ensure your site is reliable, secure and well maintained.

All prices exclude VAT and are priced per site/slot on server. Additional maintenance hours can be added to package charged at a discounted hourly rate of £50.

Frogspark provide a 3 hour response time to priority 1 items, 2 day response time to priority 2 items and 5 days response time for priority 3 items. '*' indicates that this is a 'from' price.



Proud



Measured



Ready

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