

ClientWave | Maintenance Agreement

Introduction

ClientWave offers an optional agreement to cover all ongoing amendments to the website after launch.

The agreement is currently offered at £150.00 per quarter (£50.00 pcm)

The agreement is payable in advance and ensures that ClientWave maintains the appropriate levels of commercial and technical resource in order to provide advice and website maintenance within twenty-four hours of receipt of enquiries and / or update requests.

This agreement is renewable quarterly and provides a means of budgeting for the upkeep of the website without having to worry about ad hoc or spiralling costs.

The maintenance agreement covers, but is not limited to the following services;

- twenty-four hour response times
- out of hours communications
- free commercial and technical advice
- account management and telephone support
- supplier image sourcing and administration
- generic image sourcing, licensing and administration
- navigation system amendments and testing
- copy / content sourcing and implementation
- javascript sourcing, licensing and administration
- site improvement suggestions
- automatic browser compliance updates and testing
- cross browser compliance and testing
- site performance testing
- keyword "tweaking" and source code amendments
- updates to all existing text and or image / photo / flash content
- search engine submissions and site map maintenance
- visitor statistic reports
- email administration and support
- website backup and restore maintenance
- file transfer logging and reporting
- domain name renewals and administration

Under the content management agreement, ClientWave also offers significant discounts from additional products and services such as;

- eNewsletter design and distribution
- eCommerce systems (shopping carts)
- virtual salon / clinic tours
- Adobe .pdf creation and inclusion
- client database management
- text marketing campaigns
- business training courses
- additional website pages / feedback forms / contact forms

In the absence of a current Maintenance Agreement, the website is backed-up to CD or DVD, documented and securely stored.

No ongoing or pro-active support, management, maintenance or administration undertaken without a current content management agreement and our response to incoming enquiries and / or update requests are actioned on a best endeavours basis.

Note: On average ClientWave spends approximately two hours a week maintaining each client website over and above the provision of website updates and amendments.