



Website Maintenance



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What is a Website Maintenance Agreement?

A Website Maintenance Agreement is a contract with an agreement for us to maintain and support your website and make any changes or updates you've requested. This covers everything from changing a single word to creating new pages, editing images, adding products and working on SEO (Search Engine Optimization).

How would my company benefit from a Website Maintenance Agreement?

With ever-increasing demands for businesses to have modern, functional and user friendly websites and the growing costs of employing in-house developers and content editors, we at Random Digit believe we can offer a cost effective alternative to this expensive scenario.

Our team of motivated industry professionals, many from contracting backgrounds, are experienced and used to working on all types of websites from differing industry sectors. We have the expertise to cover all industry technologies currently in use and our commitment to ongoing training in the latest techniques and technologies helps keep us ahead of our game and provide you with a service that's second to none.



What expectations should we have?

Expectations are sometimes hard to define, but we believe they should be clear and simple at all times. You can expect that change requests will be answered and scheduled within 2 hours. Any emergency can be actioned by our 24/7 support team and scheduled for immediate attention.

I'm sure you'll agree that's a response time you'll find hard to beat even with your own dedicated team. Please remember to call us if you have less demanding requirements as we can always tailor our agreements to suit your needs.



How does it work?

You simply email us your changes and the required deadline; we schedule your work and acknowledge your request within two hours. Once the work is complete we'll contact you. You check the work and sign it off. We deduct the time from your contracted monthly maintenance hours allowance (in 15 minute blocks).

Any unused monthly maintenance hours allowance will be carried forward to the following month (for a maximum of two months).



What will it cost us?

Like many things the more you buy the cheaper it gets. Although our smallest package starts from just 1 hour per month. You can see from the grid below our pricing structure. We can tailor our packages to suit your particular needs.



Agreement Hours	1	5	10	20
Monthly cost	£49.00	£225.00	£400.00	£600.00

Hours used outside normal office hours or over your monthly allowance are deducted at time and a half.

You may increase the number of hours on an agreement at any time but only reduce it after three months. If you know ahead of time that you will require additional resource within a month we can increase your support cover for that single month. This allows you to plan and utilize our resource in the most flexible of ways.

How do I find out more?

Give us a call on 0800 0 148 504, or email our sales team at sales@randomdigit.net so we can arrange a convenient time to discuss your requirements.

