



SERVICE AGREEMENT



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OVERVIEW

WHAT IS SERVER AND CMS MAINTENANCE?

Server and CMS maintenance refers to the continual improvement of server performance and core WordPress software. Maintenance is completely directed by our team. Tasks we typically schedule out over a maintenance agreement include, but are not limited to:

- Monitoring the impact of WordPress core updates on the site theme and plugins
- Responding to security concerns, such as required plugin patches
- Analyzing Page Speed scores and improving code as the website continually changes
- Setting uptime monitors and inspecting server response times
- Creating CDN's (Content Delivery Networks) to improve user experience (faster rendering)

WHAT IS WEBSITE SUPPORT?

Website support refers to content, image, plugin and other general updates to the website. Examples of support items include:

- Content and image updates
- Installation of new plugins
- Menu changes
- New page creation
- PDF uploads
- Posting to the blog

WHAT ARE SPECIAL PROJECTS?

Special Projects cover jobs that are more than straight forward updates. Here are several examples where a Special Project may be necessary:

- A client requests a major design update requiring website code to be rewritten.
- The SEO team works with a client on a special initiative, which ideally would be handled faster than available hours can accommodate.
- The website requires a significant amount of content updates, requiring our team to schedule resources and respond with a due date.
- A client requests research, options and execution on new, major website functionality.

BENEFITS OF A SERVICE AGREEMENT

- Priority status, with a typical maximum of 2 business days on requests.
- Regular communication regarding time usage and status.
- A lower rate charged for approved time beyond the monthly allotment.

FAQ'S

Will you send us reports on server and CMS performance?

Yes. We will share a monthly report on scheduled maintenance, and typically reach out to go over any concerns or major tasks.

What if we go over on support?

To assist in maintaining a consistent budget, our team will actively manage the allotted support time, providing reports and suggestions on use regularly. This is typically done as needed, with notifications sent as tickets are completed and/or requested. When a client does require more hours than allotted, we will request approval and charge additional hours at a lower rate.

What does "priority status" mean?

It means that we complete tickets for clients on retainer before picking up tickets for clients who are not on retainer.

How do we do submit tickets?

Simply send us the details of your support request to support.atomicdc.com. Tips to help get support requests completed properly & promptly:

- Use a unique subject line for each ticket.
- Remember to provide the URL for the page you want edited.
- Include error messages displayed (if any).
- Attach appropriate files if needed.
- Send only the final version of approved content.

What about work that is bigger than a ticket?

For requests that require more than 4 hours of work, we ask that you coordinate with your account manager on a **Small Project**. Our team will respond with a good-faith estimate, which an authorized member of your team may e-sign for approval.