



Secure Service Pack Retainer for Websites on Pantheon Hosting

\$325/month *Prepaid Annually

Monthly Price	Term	Annualized Cost
\$325	12 months, prepaid	\$3900
\$350	6 months, prepaid (\$2100/6 mos.)	\$4200
\$375	Monthly billing	\$4500

Are you tired of worrying about how to keep your website software up to date, whether everything is working well, and the persistent threat of hackers and pernicious malware?

Did you answer yes to any of these questions?

Our **Secure Service Pack** is the ideal solution for maintaining the health of your organization's website. Paired with Pantheon's highly secure and fully-featured hosting, you benefit from a winning combo that keeps your website secure and continually up-to-date.

Some WordPress hosting solutions perform automatic WordPress and plugin updates. However, if there are plugin conflicts or other issues, no human will notice these problems until it's too late. With our service, actual humans in our Los Angeles office perform the updates and manually check the website for issues afterward.

Benefits

- Monthly eyes on your website back-end, front-end, metrics, and overall website health.



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- Monthly manual updates to WordPress or Drupal, PHP, Theme, Plugins or Modules, including prioritized security releases.
- Monthly report with customized recommendations.
- The benefits of Pantheon.io hosting, which includes secure docker-container structure to minimize malware intrusions and automatic scheduled daily backups on the live and dev environments.

How It Works - the Details

Monthly Manual Updates

- Our team will check monthly for updates to the application core (WordPress or Drupal), PHP, theme, and plugins or modules. Updates will be implemented and pushed to the test environment. We attempt to resolve PHP errors that arise. We look at the Pantheon environment through the month and perform all updates towards the end of the month.
- After the updates have been implemented on the test environment, your project manager will check to see if there are any issues and click around the website on desktop and mobile. If there are any issues that can be easily resolved, we will take care of those and when everything looks good on the test environment, we will push the updates to the live (production) environment. If there are issues that cannot be quickly resolved, we will let you know, ideally with an estimate of the required fixes. Sometimes there are plugin conflicts, 3rd party issues, or other issues that arise with updates and in that case, a custom solution may be required. Depending on how your website was originally built, issues may arise down the road that require a particular solution. We will always apprise you of the situations when they become known to us during the time that we maintain your website.
- Once the updates have been completed and everything looks good, the project manager will create and send you a status report



highlighting the updates and general state of the website. We include recommendations for enhancements and SEO opportunities.

Automatic Daily Backups and 1-click Restore Capabilities within Pantheon.io Hosting

- Pantheon.io hosting plans include automatically daily scheduled backups of the dev and live environments.

Premium Security Bundled with Your Hosting

- Pantheon has built-in website security to minimize hacking. This is not a guarantee that your website will not be hacked but the potential for a successful website hack is greatly reduced.

Onboarding Process

Before we implement the Service Service Pack, we complete an assessment of your current website to make sure there are no issues. Assessments are free, but if your website requires any work, we will provide you with an estimate for repairs and necessary updates that are required before we can implement the Secure Service Pack. We will install Google Analytics if needed.

Clients will sign up for a Pantheon hosting plan and pay for it directly to Pantheon. You will be the owner of your Pantheon environment and Executionists and the Executionists Dev Team will be supporting organizations. Please see Pantheon for their current pricing structure: <https://pantheon.io/plans/pricing>. Our Secure Service Pack is for our services only and does not include the cost of hosting on Pantheon.

Hosting on Pantheon.io

The Secure Service Pack requires Pantheon hosting.



Why do we partner with Pantheon?

Most hosting companies offer super low-cost packages. Unfortunately, these are typically shared hosting environments, so your website and many other websites are actually sharing an unmanaged server.

This setup is at risk for the following major issues:

1. **Being hacked.** All of the administrators for all of the sites bundled onto your server have access to the server. This means that if one site on the server gets malware, all of the sites are at risk. The malware can infect all the websites sharing the server. Sometimes when this happens, the hosting company issues a warning and can shut it down to prevent it from spreading.
2. **Slow website loading.** If a few of the sites hosted on your shared server receive a serious influx of traffic, all the other websites will be affected and your website may run really slow as a result.

We recommend **Pantheon** for hosting because they offer dedicated environments, a high level of security, ease of updates, metrics, and more tools and features at a [great value](#). [Learn more](#).

We are a Pantheon-partner, but we do not receive any commissions on our referrals. We genuinely believe they're currently offering the best hosting solution for WordPress and Drupal websites.



Terms and Conditions

1. The assessment we provide before implementing the Secure Pack is free, but any required fixes would be at additional cost.
2. If software or plugin updates cause conflicts or errors, there may be an additional cost to resolve the issues. In that case, we would evaluate the costs and provide you with an estimate.
3. Updates and a website review will be performed monthly. If there are new releases subsequent in that month, we will implement them in the following month, unless urgently requested.
4. Stated pricing is valid for 12 months, after which we retain the right to modify our pricing.
5. The client can cancel the Secure Service Pack by notifying us in writing, prior to our execution of the Secure Service Pack for that month. For clients on the annual payment plan, we will cancel our services and provide a prorated refund.
6. Pantheon is a 3rd-party hosting service and they may change their pricing, products, or terms at any time.

Exclusions

The following items are not included within our Secure Service Pack agreement. If any of the following issues occur, we can provide solutions at our hourly rates. These efforts will be billed in addition to the Secure Service Pack cost.

- We are not responsible to restore any issues that arise from the client, or vendors employed by client, modifying core application and/or plugins, CSS, or other code.
- If the website or domain is hacked, we can restore it from a backup at no charge. All content updates that have been made to production site from the date & time of the most recent backup **will be overwritten** and the client will need to re-input any missing content.
- Costs to reinstate licensed plugins (plugins that require an annual fee to keep active) are not included in our Secure Services Pack.
- Any enhancements, support, troubleshooting for the existing functionality or design is not included.

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