

Joomla Website Maintenance Agreement

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Version Control

Please document all changes made to this document since initial distribution.

Date	Version	Author	Position	Amendment
14 th Feb 2009	1.0	K.Singh	Account Manager, Kronik Media	
19 th Feb 2009	1.0	D.Williams	Consultant	Review

Purpose of this document

This document is intended to form a website maintenance agreement between Kronik Media and the customer. The document provides a detailed overview of Joomla website maintenance service offered by Kronik Media. The document is followed by a formal contract between Kronik Media and the customer.

Overview of Joomla Website Maintenance Service

Kronik Media's website maintenance services offer the perfect solution for businesses in UK that are looking for a local outsourcing partner to undertake the responsibility of maintaining and improving their Joomla website. Our website maintenance solution is specially designed to meet the needs of updating and improving Web and Internet applications running on Joomla. The service includes pre-allocated technical resources (hours of work per month) required to provide a quick response to all day to day website update needs.

The service provides access to our highly experienced Joomla development and web design teams for minor updates to website as well as complete administration, monitoring and management of all website elements.

Why use our Web Site Maintenance Service?

- Ready access to Joomla experts when needed
- Professional edits and enhancements to your web site to maintain its quality
- Economical and convenient
- Fast Turnaround. Most requests are completed the same day.
- Cost-Effective
- Attention to detail
- Growing list of satisfied customers

Benefits of our Joomla Web Site Maintenance Service

Our Website maintenance solution offers many advantages that traditional off-shore outsourcing services fail to deliver. Unlike other outsourced services that offer limited support and poor response times; our managed Website maintenance solutions offer a customised service that can be tailored to meet the specific needs of any organisation.

London based Account Manager

All tasks will be managed by an Account manager from our London office. Face to face meetings can be arranged in London on request, either at Kronik Media's trading office or at the client's premises.

Technical Expertise

Our development team consists of experienced and qualified Joomla developers and web designers. We have many years of collective experience managing a wide range of Joomla websites from simple Joomla websites to complex bespoke applications developed using the Joomla framework. All members in our team have over 5 years of individual Joomla experience.

Business Focus

We provide service level guarantees that ensure smooth functioning and enhancement of your website at all times. Our Website maintenance service is offered either for websites hosted on our dedicated servers or on client's own hosting infrastructure. In either case creation of a test environment on one of our servers is included in the cost.

Faster Response Times

Our website maintenance agreement offers one of the fastest response times in the industry. In most cases a member of our team will be allocated to the task on the same day of receiving a request. We will endeavour to complete all tasks promptly. Critical issues will be resolved within 4 to 6 hours of being reported in most cases.

We offer two service level agreements; one with a 48 hour turn around time for minor update requests and the other with a one week turn around time.

Reliable performance

We have thorough testing procedures in place to ensure reliable performance of your website. We will maintain a test environment for the website on one of our test servers and all changes will be reviewed prior to being promoted on to live servers.

Cost-effective

Outsourcing your website maintenance and change requirements eliminates high costs involved in maintaining the website in-house whilst receiving the same level of dedication.

What is covered under our website maintenance agreement?

The website maintenance agreement covers changes and enhancements to all areas of Joomla website on an ad-hoc basis. All changes minor or major are covered in the scope of the agreement. A set number of hours per month are allocated that typically cover the following areas:

- **Website content updates and changes.** Changes/updates and general website design work including style-sheet updates (CSS), image effect manipulation, etc., ensuring that your content is up to date and relevant at all times.
- **Comprehensive, ongoing checks.** Corrections of any malfunctioning components, broken link corrections, ensuring that your site is functioning properly.
- **Joomla Template.** Modifications and changes to the current Joomla template
- **Graphic design:** Including replacement/optimisation of images, photos, graphics, images and flash
- **Version Upgrades** (New versions of Joomla, PHP, MySQL and other tools).
- Performance Improvements.
- **Telephone and email support.** Support relating to your website, your newsletter, components and modules, etc.
- Upgrades to Joomla Components and modules that are already installed.
- Installation of additional Joomla components as required.
- **Daily/Weekly/Monthly Backup of website**
We will maintain a current local backup of your website.
- **Daily/Weekly/Monthly Backup of your database**
We will maintain a current local backup of your database.
- **Training and consulting services.** Online training as well as information and recommendations relating to your website, web content display, additional components/modules/services that could be integrated to enhance your website visitor's experience.

How and when request updates can be made?

Request for updates to the site can be made any time on an ad-hoc basis, by email, telephone or SMS at anytime either within or outside of normal working hours. A confirmation will be provided by email and the task allocated to a member of our team on the same day of a request received before 2 pm on weekdays and next day for requests received after 2 pm.

How fast will updates be done?

We undertake to complete updates to your website within 48 hours or sooner of receiving the request except on weekends.

Extremely urgent updates can usually be accommodated as per your requirement, even if this means an update within minutes. If for any reason any update is likely to take longer than the time specified above, we shall notify you.

Costs and Allocated hours per month

Option 1	
Allocated development hours	Up to Six hours a month
Response time	2 day turn-around time
Cost	Available on request Click here to contact us.

Option 2	
Allocated development hours	Up to Four hours a month
Response time	1Week turn-around time
Cost	Available on request. Click here to contact us.

Both Options include a testing area on our server where changes and updates can be reviewed prior to launch.

Website Maintenance and support Policy

1. "Maintenance" is defined as keeping the website current and improving its functionality that can be achieved within the set allocated hours per month. It is not intended for major development work.
2. Updates are completed by priority of maintenance request. Under most circumstances, we will Endeavour to complete minor updates within 24 hours, except on weekends or holidays. Weekends and holidays are available for emergency updates.
3. Time is based on actual time involved in completing the updates.
4. Although we make every effort to make accurate changes, it is the client's responsibility to review updates and notify us of any necessary changes that need to be made.
5. We reserve the right to distinguish between "updates" and "new development". The 24 hour cycle does not apply to requests for new development which will be completed under a different timeframe and may incur additional charges at the same rate as your maintenance contract, but due to the nature of development projects, we will not break a project up into only a few hours of work each month.
6. Updates should be provided electronically (by maintenance request/email) as much as possible. Attachments should be in .txt, .PDF or .doc (Word) format. Pictures need to be .jpg, .bmp, .png or .gif format. Updates may also be sent by postal mail if necessary such as in the case of supplying large graphic files. Tasks that require retyping data or scanning photos may incur additional time to complete the changes.
7. Maintenance Customers will be provided with a support email address for our support and maintenance team which is checked regularly including on weekends. Please supply as much detail as necessary, as time spent communicating back and forth may be applied to maintenance time.
8. Monthly plans do not carry hours from one month to the next unless agreed otherwise. These hours are reserved for your usage during the month, should you need them.
9. There is no discount or refund if no updates are made to your site during a monthly maintenance cycle. We reserve your time whether it is used or not.
10. Your web site may be using third-party components (web site trackers, News feeds, etc.). We have no control over what third party sites do and take no responsibility for loss of information due to actions of these sites.

KRONIK MEDIA

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This agreement constitutes the sole agreement between Kronik Media and the Client regarding Web Site support and maintenance Services. Any changes or modifications thereto must be agreed upon in writing and signed by both parties. By signing this agreement, Kronik Media and the Client agree to the terms and conditions of the web site maintenance and support services.

CLIENT

Name of Entity	
Authorised Representative Name	
Title	
Address	
Phone	
E-mail	
Signature of Representative:	
Date	

KRONIK MEDIA (Signature required only if Client has modified the agreement.)

Authorised Representative Name	
Position	Account Manager
Signature	
Date	