HOSTING, SUPPORT AND MAINTENANCE SERVICES

CRUSH

What you are paying for in plain English...

Depending on your package, your annual fee is made up of up to four components;

1. Hardware costs

2. Software costs

3. Telephone support

4. Priority service

We offer four tiers of service to suit our clients' requirements

1. Standard - A budget service ideal for small and simple websites.

2. Premium - A cost effective solution for a more complex website that also require a basic level of support.

3. Priority - Offers the premium service together with a Service Level Agreement.

4. Dedicated - For tailored hosting provision, maintenance, security and support levels.

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	Standard	Premium	Priority	Dedicated
1. COST per year (exc VAT)	£240	£480	£720	£ On advice
2. Server specification for standard WordPress website	•	•	•	•
Up-to-date server side software	•	•	•	•
Backward compatible		•	•	•
15 minute telephone support calls		Four per year	Unlimited	Unlimited
SLA agreement			•	•
Approved 3rd plugins (see list)	•	•	•	•
Non-approved plugins		Up to four	Unlimited	Unlimited
3. Laravel/Magento/Bespoke websites		•	•	•
Dedicated security provisions				•
GDPR compliance (where data is stored)		•	•	•
Back-up	•	•	•	•
Fail safe cloud technology		•	•	•

These are the key differences between each service level.
For more information please call the technical team on **01246 56 33 57.**

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Feature	Description
Backward compatible	Hosting a website that is out of date is a security risk and often requires a server with older software.
15 minute telephone support calls	The internet requires a wide range of software to operate, each of which is managed by different people, updated regularly and is outside of our control. As a result websites are likely to require fixes and work doing over their life span. Those on our premium hosting service and upwards can call our IT team during standard work hours - Monday to Friday, 9:00am to 5:30pm. Included in those packages is diagnostics and where possible a 'road side fix' within 15 minutes free of charge.
SLA agreement	Crush operates two levels of Service Level Agreement to support clients with websites and/or web platforms that are important / critical in nature. These SLAs detail target response times, escalation process and penalties for failure. SLAS can be tailored to a clients specific requirements upon request.
Approved 3rd plugins (see list)	A plugin is an individual piece of off-the-shelf software written by a third party that adds functionality to a website CMS (usually WordPress). Unfortunately the developers of the vast majority of plugins are not as good, nor as conscientious, as our in-house team. Therefore, only a few plugins are 'fully endorsed / approved' by Crush. These, under our examination, represent a low level risk in terms of security and long term stability.
Non-approved plugins	Third party plugins have caused many problems in the past; posing significant security issues, often buggy, not updated and usually code heavy which slows website loading speeds. There are a vast number of plugins available ranging from the high quality listed on our approved list through to the deliberately criminal (as there is no governing body). All non approved plugin can incur additional annual charges.
Laravel	We use Laravel in place of WordPress where the projects demands. These are usually more complex, mission critical websites, with greater security requirements and demands on the hosting.
Dedicated security provisions	For clients that fear their websites / or webservices may be targeted we can put in place additional security measures.
GDPR compliance (where data is stored)	GDPR requires that, security and process integrity is 'designed-in' when storing personal data. In order to meet our client GDPR obligations we carry out risk and impact assessments programs on our Premium Hosting accounts.
Back-up	All websites are back up securely and regularly.
Fail safe cloud technology	Due to the architecture of cloud hosting there a greater level of fail safe technology in place, offering greater protection against the chances of downtime.

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Our Premium Hosting Service – A Breakdown

Performance

Crush has in-house expertise to manage dedicated servers and cloud hosting. We will always recommend the best option for your website and needs.

Host Integrity

On our dedicated servers we restrict the number of clients per serve to a maximum of 30, which we monitor carefully. Cheaper hosting services can have thousands of clients on one server.

The advantage of limiting the server to clients that we manage means we have a detailed knowledge of their content so we can guarantee the on-going integrity of our servers.

This prevents being blacklisted by search engines and email filters.

For our cloud hosting services we have chosen Amazon Web Services (AWS), considered one of the market leading solutions. Each hosting environment is specifically created for the client and we can control all aspect of the delivery of the website to optimise user experience. This includes hosting that originates from different geographical locations.

Security

We have a strict internal policy of security and access to our servers;

• We prevent any FTP access.

• We only use SFTP protocols to remotely access the server.

• All passwords are a minimum of 15 randomly generated characters (including ascii).

Our approach to security can feel a little draconian at times but we have yet to experience any breaches of our systems.

Reliability

Crush has selected high-quality third-party hosting providers. The decision on which to select was based on the equipment they use, the expertise of their staff and the reliability of their service. We have not experienced any server downtime in the past four years.

Our hosting provider guarantees that their data centre will be available 100% of the time on any given month.

On top of this guarantee, Crush will use reasonable endeavours to ensure that the service is provided to you on a constant, uninterrupted basis throughout the duration of your agreement.

If this service is interrupted due to action taken by Crush then we will deduct 10% of the monthly fee you pay for hosting for each hour of downtime, up to 100% on the monthly fee.

Please note that Crush is not liable for any loss of earning due to down time. If you wish to procure a higher service level with greater cover then please contact us and we will be happy to discuss a suitable plan, cost and contract.

In-house maintenance

All our housing solutions are managed directly (not through a third party) which means we have greater control over their configuration and have very limited dependence on a third party support services to fix any issues.

Crush takes the all responsibility for maintaining the software that the server uses to manage the sites it hosts.

Your hosting service charge covers the cost of the regular updates required to the server side software.

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Back-up

All sites on any Hosted service are backed up every day.

We use Spider Oak, a globally recognised cloud based solution, to run and store the back-ups. Storing data in the cloud provides a remote location for data away from the Crush offices and the servers, to protect against any localised issues.

This service is also directly linked to our servers. This allows for quicker restore times and we calculate that all sites could be uploaded to the server in 3-4 hours.

Telephone Support and Response

As part of your hosting package you can use Crush as your contact for any website support within working hours. This gives you one point of contact with the expertise to diagnose any problems.

Call: 01246 563357

For Standard Hosting clients there will be a charge for these calls if; any work is required at £80 per hour (minimum charge £40), unless the work is related to any previous work carried out by Crush in the previous six months.

Our Premium hosting service client (and above) include a free telephone support service. We will answer calls and carry out free diagnostics along with fixes up to one hour.

Service Level Agreements

Our hosting and the websites we build rarely go wrong, however we are not in complete control of the internet infrastructure and all the associated software updates. Third party activity can cause website issues.

Clients that require quick response to any issues to minimise their impact should look at our Priority hosting agreements which guarantee response times with penalties in place for any delays in response (we can not guarantee fix times).

Renewals

Crush will automatically renew your hosting service to ensure your site remains live.

Should you wish to move your site you may do so without incurring any charges, if your request to move is submitted in writing within thirty days of the renewal notice. Renewal notice is given no less than seven days before renwal is due.

What our hosting charge does not include

The hosting fee only pays for the hosted environment and the maintenance of server side software. Any software that is used to run and operate your website is not covered by the hosting agreement.

Please note that this does not include WordPress updates, or any other CMS related updates.

GDPR Compliance

Crush's premium hosting and above can guarantee GDPR compliance for websites that require customer data to be handled or stored.

We have completed an audit to ensure out our GPDR obligations are met for;

• Technical Security

• Process Integrity and Security

• EU based data storage and handling

• Risk assessments

More details of our GDPR policy can be found in our dedicated GDPR compliance document. As part of our commitment to GDPR, we will review our policy at least annually.

We offer an additional WordPress maintenance service. If this is of interest please contact:

jonathan@crush-design.co.uk

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