WordPress Website Maintenance & Security

Want to keep your website secure, up-to-date, and performing well without the hassle? With this monthly package, we'll run updates on your WordPress install, as well as any themes and plugins on your site, at least once a month, to make sure your site is up to date with the latest security and performance patches. We'll also keep regular backups of your site, so that it can be restored to a previous version, if any major issues arise. And if your website breaks or goes down, you can contact us for troubleshooting services.

Scope of Work

The maintenance and security package includes:

- **Monthly WordPress, theme and plugin updates:** These updates are extremely important for WordPress sites, in order to prevent attacks, broken functionality, and degraded performance.
- **Additional proactive security-related WordPress, theme and plugin updates, as needed:** If our security tools flag an update as necessary to fix a dangerous security flaw, we will prioritize the update of the affected tool, even if this month's updates for the site were already completed.
- **Staging websites for maintenance updates:** Theme and plugin updates can often have unintended negative impacts on a website, so to prevent breaking the live website, we run all updates on a staging copy of the website and test each update thoroughly before updating the live website.
- **Automatic website backups, for the ability to restore the site to a previous version in case of hacking, broken site, or other issues:** We run automatic backups on your website once a month and store them for a year on a separate Amazon S3 storage account, for added security.
- **Installation of a curated suite of security and performance optimization tools:** We've curated a selection of top-rated and well-tested security and performance tools that we will install and configure on your website, to help keep the site running at it's best.
- **Uptime monitoring:** We'll receive a notification right away if your site goes down, so that we can notify you and prioritize fixing it.
- **Premium web forms and spam filtering:** These tools will help make sure you receive all the notifications you want, and reduce the ones you don't.
- **Visual regression testing:** Our visual regression tool lets us take screenshots of your website before and after updates to check for any unwanted visual changes.
- **Additional login security:** We install reCaptcha on the login page and block a common backdoor login path to help keep hackers out.

- **Basic performance optimization:** We include a set of basic performance optimizations to help speed up your website.
- **Website activity monitor:** The activity monitor will keep track of updates that are made on the website, as well as which user made the updates. This helps prevent confusion when multiple people may be working on the website, and helps us to more quickly troubleshoot any issues that may arise.
- **Custom dashboard plugin:** Marketeering Group's custom dashboard plugin will clean up the WordPress admin area, in order to make it less overwhelming and easier to work in.

If the website is hosted on WP Engine, on a plan level approved by Marketeering Group, and we are provided with full access to the hosting account, these additional maintenance service features are included:

- **Malware clean-up, if your site is infected:** If your site is infected by malware, we will work with WP Engine to run a security scan on the site and remove infected files.
- **Support for website outages:** If your site goes down during business hours (9am-5pm PST), just contact us and we'll prioritize getting it back up. For after-hours support, you may contact WP Engine directly, to take advantage of their all-hours support team to get the website back up and running.
- **Technical support for website issues that are caused by the hosting platform, maintenance updates, or attacks:** If your site breaks unexpectedly due to hosting or maintenance issues, we'll troubleshoot the issue for you.

For other hosting plans or platforms, website clean-up and/or troubleshooting, in the case of a malware attack or other server/hosting issues, is available for an additional hourly charge.

Process

1. The Website Maintenance Audit service is required to onboard the website before we begin the regular ongoing maintenance service.
2. Once the audit is completed, we will begin monitoring the website security and performing regular maintenance updates, at least once per month.
3. You will receive automated monthly reports of the updates that have been completed, and the recent security scan results.
4. If we run into any issues with updates, such as expired plugin licenses, abandoned tools, or other security risks that require additional considerations, we will contact you with details.
5. If you run into any hosting or maintenance related issues with your site, you can contact us for assistance, and we'll help you troubleshoot the problem.

Pricing: $150 / month