



MAINTEENANCE & **C**ONSULTING

Official Wubur LLC Service Packet



Wubur LLC

We create stable, secure, efficient, and beautiful software, websites, mobile applications, and more.

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Legal

Please understand that this packet is for informational uses only. Nothing in this document shall be deemed legally binding, a contract, or agreement in any form. Every client of Wubur LLC is provided with a specific contract before work commences.

While information in this packet is a realistic reference to price points and services offered, every client has different levels of support required. For a detailed quote on our maintenance, consulting, and management packages, please contact us directly.



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Consulting & Maintenance Briefing

Wubur Maintenance & Consulting is a great long-term solution for existing clients, business owners, developers, and entrepreneurs that need guidance, technical support, or other forms of support.

If you're looking for an advantage with improving your brand or product, we're here for you. We focus heavily on taking care of everything that you aren't familiar with, don't have time for, or have no interest in. You should focus on your grand ideas - not general maintenance, minor tweaks, etc.

Along with hands-on maintenance, Wubur provides high quality consulting to clients looking for an edge in the ever-changing markets of the world. Working with clients from all parts of the globe, our industry experts have helped countless companies and people with a variety of tasks and projects.

We'll not only provide detailed analysis (including efficiency, stability, and security reports), but also bring our own creative juices into the mix to provide fresh ideas and solutions to any of your project's current or potential issues.



Management

Wubur's Management package is available to help keep your website or project up to date, using the latest software and web practices available.

We'll always focus on making sure your project relies on the latest security patches available, so you can focus on the much more exciting aspects of your project. Don't waste time tinkering around in the back-end. Let the experts handle it.

Consultation

Every client that requires our consulting receives a variety of benefits. First, we'll start by identifying your needs, whether they are for the week or later on in the year. We will then collaborate with our own developers, and your team, so that we can create the best strategy for your goals specifically. We want to make this year your company's most efficient, stable, and secure year ever, and more beautiful too. Wubur is a team, and you are a part of that team. You won't just be hearing the advice of a random consultant; You'll experience the overwhelmingly thoughtful ideas of industry experts and the Wubur team.



Management & Consultation Features

This comprehensive list shows the management features that are available to all clients who take advantage of our management platform. While all the items below are available, they may be altered, or excluded depending on your specific needs and the level of consulting you require.

Managed Backups

- Backup plan
- Deploy backup server
- Offsite & secure datacenter storage
- Restore from a backup at any time
- Multiple backups (date-wise) to choose from, while restoring

Security Patching & Software Updates

- Most recent security patches available, guaranteed
- CMS updates (WordPress, Joomla!, Shopify, Magento, etc)
- Keep your software safe
- Protect your server by ensuring PHP, MySQL, Apache, and other core services are secure, updated, and stable



Bug Fixes

- Up to 10 hours of identifying bug sources & fixing them (per month)
- Fixing bugs directly or indirectly created by Wubur LLC (this does not count against the 10 hr/month limit)
- Fixing plugins for your software after a core software update
- Fix bugs related to upgrades, such as for PHP, MySQL, etc
- Fixing bugs in third-party applications (this is billed at an additional hourly rate if the software was not developed by Wubur LLC)

Feature Updates

Wubur provides 15 developmental hours per month on feature requests. These feature requests are included in the cost of our Maintenance Package, but have been calculated at a considerably lower rate than it would normally cost for 15 hours of development.

Software Support & End User Support

Wubur will provide software support to your company, your employees and the users that use the software we created.

- End user (your customers) support is only available if the software was created by Wubur LLC
- If the software was *not* developed by Wubur LLC, we cannot provide end user support (to your customers)
- If the software was *not* created by Wubur LLC, we *will* provide support to your company and your employees
- 24/7 Support is provided to employees of the company using the software



What to Expect

Step One

Once you have chosen a Maintenance & Consulting plan, we can move forward with reaching your management goals. You will be in touch with one of our project managers. Discussions will commence in regard to the best possible management plan for your specific needs, your employees, and/or end users.

Step Two

Once a plan has been developed, you will be asked for any required information that is needed to perform the tasks you have requested. We will need a point of contact within your company, which allows us to implement the changes efficiently with the best level of service we can provide.

Step Three

Once we begin implementing your management and consulting plan, you can sit back and watch your project move forward, while reaping the benefits of having many tasks taken care of by Wubur. The level of access we require (on your end) varies, depending on how much support your company requires. In many cases, we will help you setup a portal to act as a point of contact between Wubur and your employees.



Pricing Plans

Wubur offers a variety of pricing plans for our consultation, management, and maintenance packages.

While every case is different, below you can see an example of what a company's package may look like.

<u>Employee Level Support</u> (2 Pieces of Software)	\$85 / mo
<u>Bug Fixes</u> (1 Piece of Software – Up to 10 hours)	\$65 / mo
<u>Security Patches</u> (2 Pieces of Software)	\$35 / mo
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	<u>TOTAL:</u> \$185 /mo

This specific example above is priced as if Wubur LLC had not developed any of the software involved.