



# Frictionless™

GLIDE Hosting & Support Plans

## Prepared by

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# Website Hosting

High-performance WordPress hosting through [WPEngine.com](http://WPEngine.com). Fast, reliable, secure and designed specifically for WordPress websites.

Level	Business Hosting	Premium Hosting
Monthly Cost	\$29/mo. or \$290/yr.	\$99/mo. or \$990/yr.
Key Features	Up to 25K Visits/Mo. 5GB Local Storage	Up to 100K Visits/Mo. 10GB Local Storage
Additional Features	<ul style="list-style-type: none"> <li>✓ WordPress Core Updates</li> <li>✓ Lightning-Fast Speed</li> <li>✓ Daily Malware Monitoring</li> <li>✓ Business-Grade security</li> <li>✓ Daily Website Backups</li> </ul>	<ul style="list-style-type: none"> <li>✓ Business Hosting, <i>plus</i>:</li> <li>✓ SSL Certificate (i.e. HTTPS)</li> <li>✓ Content Delivery Network</li> <li>✓ Content Reporting</li> <li>✓ Page Performance Reports</li> <li>✓ 24/7 Support (by WPE)</li> </ul>

## ALL Plans Include:

- ✓ **Wordpress Tuning** - Industry-leading hosting tuned for performance
- ✓ **Daily Backups** - Automated, redundant systems for your critical applications
- ✓ **Firewall** - Multiple, powerful firewalls between your data and threats
- ✓ **Threat Detection** - Monitor, detect and block known security threats
- ✓ **Evercache** - Proprietary caching technology for massive scalability and speed
- ✓ **Speed Reports** - Page Performance data and recommendations for any page
- ✓ **Staging Server** - One-click sync and deploy from dedicated staging server
- ✓ **One-Click Restore** - Restore the entire website in a single click
- ✓ **Free Automated Migration** - Eliminate cost, complexity and time
- ✓ **PHP7 Ready** - Best-in-Class performance and resource optimization

# Fixed-Fee Monthly Plan

We are here to support our clients that require an engaged web team to support their continuous web enhancement needs. We partner with these clients to provide the resources they need for a no-hassle website maintenance experience.

Level	Micro	Marketer	Agency
Monthly Cost	\$149/mo. or \$1490/yr.	\$949/mo. or \$9,490/yr.	Let's Talk
Included Monthly Retainer Hours	1.5 hours	10 hours	
Additional Hours Hourly Rate	\$100/Hr.	\$95/Hr.	
Turn-Around (non-urgent)	5 Business Day <u>SLA</u>	4 Business Day <u>SLA</u>	
Turn-Around (urgent)	4 Business Hour <u>SLA</u>	2 Business Hour <u>SLA</u>	

**ALL Plans Include:**

- ✓ **Dedicated Account Manager** - We know your name because we care about you
- ✓ **Support By Phone** - Help is just a phone call away, and if you call we'll answer!
- ✓ **No Long-Term Contracts** - 3 month minimum then month-to-month thereafter
- ✓ **Itemized Monthly Reports** - Clear and simple monthly reports outlining hours
- ✓ **Roll-Over Hours** - Unused retainer hours roll-over one (1) additional month

# Pay As You Go

If you wish to pay after work is completed and prefer not to setup a monthly support plan, the standard blended hourly rate is \$125/hr for all work completed.

Hours	Existing Clients (starting 1/1/19)	New Clients (starting 1/1/19)
Pay As You Go Hourly Rate	\$125/Hr.	Will require fixed-fee monthly plan to obtain support with GLIDE.
Turn-Around (non-urgent)	5 Business Day <u>SLA</u>	
Turn-Around (urgent)	1 Business Day <u>SLA</u>	

**Important Notes:**

- **1-Hour Minimum Charge** (group requests to reduce costs)
- **Time Billed in 15-Minute Increments** (thereafter)

# Service Level Agreement

All support packages are subject to our Master Service Agreement (MSA) and Service Level Agreement (SLA). For brevity, we've included the important bits but the full SLA is available at <https://goo.gl/GSBHry>.

## Official Support Channels

- **Email:** [support@glidedesign.com](mailto:support@glidedesign.com) which will raise a ticket in our internal system
- **Portal:** <http://support.glidedesign.com> to submit requests and view ticket status
- **Phone:** 512-215-4236 during standard SLW to speak to an agent

## Service Level Table

Contract	SLW	Maximum WT	Maximum RT	Channels
Pay As You Go	9am-6pm**	3WD / 1WD	5WD	Portal Only
Micro	9am-6pm**	1WD / 4 Hour*	3WD	Email & Portal
Marketer	9am-6pm**	1WD / 2 Hour*	3WD	Phone, Email & Portal
Agency	Let's Talk			

\* The shorter times listed apply in where the website is inaccessible to public

\*\* Excluding Saturday, Sunday and US public holidays

## Important Definitions

WT = "waiting time" is maximum time allowed for GLIDE to respond to a request

RT = "response time" is maximum time allowed for GLIDE to start work on a request

WD = "working day" is a time unit of 8 hours of SLW time (may span multiple days)

SLW = "service level window" is time GLIDE is available to respond to requests

# Next Steps!?

There's three outcomes we expect **1)** you're ready to get started **2)** you have some questions and **3)** you're not ready (or not interested). Here's a few key next steps depending on which applies to you:

## 1) You're ready to get started?

- Select the plans you'd like to get started on
- Call **512-215-4236** or email [sales@glidedesign.com](mailto:sales@glidedesign.com)
- We're ready to get you going right away

## 2) You have some questions?

We understand you may still have some questions, we love questions! Please give us a call at **512-215-4236** or email [travis@glidedesign.com](mailto:travis@glidedesign.com). We haven't met a question we weren't willing to research thoroughly and answer to the best of our ability!

## 3) You're not ready (or not interested)?

We realize our hosting and support plans aren't for everyone. However, maybe we can work with you to understand what you do need. We're flexible and want to help, in fact that's our WHY. To help people who help people (you and your customers). Let's talk and maybe we can figure out a better solution or refer you to someone that can offer you what you need! Seriously!