WCP Packages

WEBSITE CARE PACKAGES

Scope of Work & Inclusions

whp
Hosting Only Solution
(Up to 5GB)

wcp
Basic Professional Websites
(Up to 5GB)

wcp+
Small e-commerce shops
Membership websites
E-learning websites
(Up to 5GB)

wcp PRO
Large e-commerce shops
Complex Membership websites
Large E-learning websites
(Up to 5GB)

whp CUSTOM
For websites that need a unique & customised solution

	PREMIUM HOSTING	WORDPRESS CORE + PLUGIN UPDATES	BACKUP + SECURITY	ANALYTICS	PROACTIVE CHECKINS	E-COMMERCE SUPPORT	MEMBERSHIP SUPPORT	EXTRA ATTENTION	$
whp Hosting Only Solution (Up to 5GB)	Yes	Yes	Yes	Yes	✕	✕	✕	NIL	$240 + GST PER MONTH
wcp Basic Professional Websites (Up to 5GB)	Yes	Yes	Yes	Yes	✕	✕	✕	1H MONTH	$390 + GST PER MONTH
wcp+ Small e-commerce shops Membership websites E-learning websites (Up to 5GB)	Yes	Yes	Yes	Yes	✕	✕	✕	4H MONTH	$780 + GST PER MONTH
wcp PRO Large e-commerce shops Complex Membership websites Large E-learning websites (Up to 5GB)	Yes	Yes	Yes	Yes	Yes	Yes	Yes	10H MONTH	$1500 + GST PER MONTH
wcp CUSTOM	For websites that need a unique & customised solution								Custom

Done for you

We know you have better things to do with your time (like running a business). With our Website Care Packages we keep WordPress core and all WordPress plugins up to date and secure.

Support tasks

Submit your job, one at a time via our helpdesk and we solve your WordPress website problems long into the future. Monthly time allocation resets at the end of each calendar month.

Am I locked in?

No way! Ideally, we want to be in your life for a long time to continue to solve your website problems. It is expected you will commit to a minimum of 6 months which is enough time to really get things humming. After this time, if the package doesn't align with your needs, we can upgrade or downgrade your package accordingly.

Maintain and protect your online presence with our reliable website hosting and support services

In today's digital landscape, your website serves as the online face of your business. It's crucial to maintain a strong and secure online presence! At Five by Five, we offer comprehensive website hosting and support services that are tailored to meet the unique needs of your business and what's going to work best for your website.

Our reliable hosting infrastructure, WPEngine, ensures your website is always available to visitors, while our dedicated support team is ready to assist you whenever you need it. Trust us to safeguard your online presence and provide the support you deserve.

WHY CHOOSE FIVE BY FIVE FOR YOUR WEBSITE HOSTING AND SUPPORT NEEDS

Experience and Expertise:

With years of experience in the industry, our team of hosting and support experts possess the knowledge and skills to deliver exceptional services. We stay up-to-date with the latest trends and technologies to provide you with the best solutions.

Reliability and Performance:

We understand the importance of a reliable hosting environment for your website. By partnering with WPEngine, a leading hosting provider, we ensure top-notch performance, fast loading times, and maximum uptime for your website.

Customised Solutions:

Every website has unique requirements. We tailor our hosting and support services to meet your specific needs, whether you have a small business website or a high-traffic e-commerce platform, our flexible solutions scale with your business growth.

Dedicated Support:

Our team is committed to providing exceptional customer support. We are here to answer your questions, resolve issues promptly, and provide guidance whenever you need it. You can rely on us for reliable, friendly, and efficient support.

SOME OF OUR CLIENTS
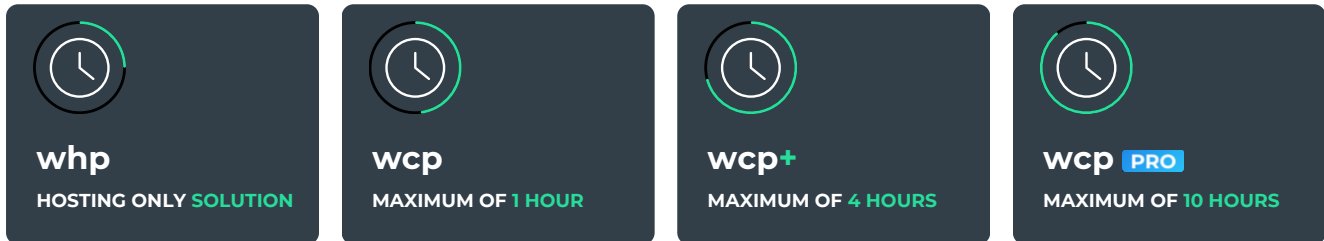
Timing Guidelines

OUR TIMING BREAKDOWNS FOR TASKS COVERED BY EACH PACKAGE
ARE OUTLINED BELOW:

We ask that all requests are logged one at a time via our help-desk. We will only work on 1 task at a time. Once completed we will start with your next task. All task time limits are dependent on the time allocation you have available. Any larger tasks or projects will need to be quoted on a time & materials basis.

Subject to a fair use policy (see below)

whp	**wcp**	**wcp+**	**wcp** PRO
HOSTING ONLY SOLUTION	MAXIMUM OF 1 HOUR	MAXIMUM OF 4 HOURS	MAXIMUM OF 10 HOURS

We Can Assist With

ALTHOUGH NOT EXHAUSTIVE, HERE'S A LIST OF THE SORT
OF TASKS WE MAY BE ABLE TO HELP YOU WITH.

Website Backup
Regularly back up your website data, including files and databases, to prevent data loss in case of server issues or hacking.

`COVERED`

Website Maintenance
Keep your website's plugins, themes, WordPress core and other software up to date to patch security vulnerabilities and ensure compatibility.

`COVERED`

General/ Content Management
We will help you keep the website content updated by sending us the text, images, videos, and blog posts and publish it for you.

`COVERED`

Speed Optimisation
Optimise your website for speed and performance by compressing images, minimising code, and implementing caching techniques.

`COVERED`

Technical issues and Troubleshooting
Bug Fixes: Address and resolve any technical bugs or errors that may arise on your website. Compatibility Testing: Ensure your website functions correctly across different web browsers and devices.

`COVERED`

Social / Email Marketing
Integrate social media sharing buttons and feeds on your website. Integrate CMR tools to your webforms.

`COVERED`

Hosting and Domains
Keep track of domain registration and renewal dates to prevent domain expiration. DNS Configuration: Configure domain name system (DNS) settings for proper website functionality.

`COVERED`

Design
Responsive Design: Ensure that the website design remains responsive and user-friendly on all screen sizes. Graphic Updates: Update graphics, images, icons, and other visual elements as needed.

`COVERED`

Analytics and Reporting
Set up and analyse website traffic data using tools like Google Analytics to make informed decisions and track website performance.

`COVERED`

Included Within our Packages

SPEED/OPTIMISATION

Tweaking the site to make the pages load faster	COVERED
Compress Images	COVERED
Assess site for any issues on request	COVERED
Address the cause of the above issues (Depending on the details this may take longer to complete and may need to be quoted)	COVERED

TECHNICAL & TROUBLESHOOTING

Installing or uninstalling WordPress plugins	COVERED
Installing Google Analytics and other statistics modules	COVERED
Setting up an automatic backup facility	COVERED
Issues with Contact Forms, Member Sign-ups and Log	COVERED
Integrating Google Reviews widget to your site	COVERED
Setup & configure website security	COVERED
Installation and Configuration of simple plugins	COVERED
Troubleshoot Plugin, WordPress and Database Errors	COVERED
Cross Browser compatibility issues	COVERED
Solution for improperly embedded code, iframe and APIs.	COVERED
Troubleshooting issues with pre-existing RSS feeds and posts that are automatically generated from an external source	COVERED

Included Within our Packages

SOCIAL/EMAIL MARKETING

Installing Facebook Pixel on the sites	COVERED
Adding Facebook, Instagram and Twitter Links to your website	COVERED
Basic Email marketing Integrations	COVERED
Adding an Instagram Gallery to your site	COVERED
Adding a Facebook feed to your website	COVERED

HOSTING & DOMAINS

Setting up sub-domains	COVERED
Backing up your WordPress web site	COVERED
Restoring Backups (in the event of a major error)	COVERED

DESIGN

Changing WordPress header, footer or sidebar graphics	COVERED
Rebranding and image enhancement for faster page loading	COVERED
Tweaking theme colour schemes	COVERED

REPORTING

Monthly Scheduled Website Analytics Report delivered via Email	COVERED

Quoted Tasks

EXAMPLES OF TASKS THAT MAY NEED TO BE QUOTED @ AN HOURLY RATE OF $170 + GST

Tasks taking longer than the specified package" designated max time to complete (at the discretion of the Support Manager)	QUOTED
Pro or Paid Plugins will need to be purchased by the client	QUOTED
Plugins with Subscriptions need to be managed by the client	QUOTED
Configuration of Complex Plugins	QUOTED
Setting up a new WooCommerce Store	QUOTED
Complex Forms with payment integrations	QUOTED
Complex Forms with further backend functionality	QUOTED
New landing Pages not based on existing page template	QUOTED
New Product Pages not based on existing product template	QUOTED
Custom designed Landing pages/Products/Post types	QUOTED
Design and Development of a new Post type	QUOTED
New WordPress installation – blog setup, layout configuration	QUOTED
WP site backup & migration from one server to another	QUOTED
WordPress installation – theme demo imports and demo setup	QUOTED
Setting up a new Memberships system within the existing site.	QUOTED
Create better internal linking structure	QUOTED
Fixing the layout and functionality of pages the client has created - only if over the specified package's designated max time to complete	QUOTED

Additional Inclusions

WOOCOMMERCE/GRAVITY FORM STORES

Assist with adding new basic product (using existing template) `COVERED`

Update Existing Product details (Images, Content) `COVERED`

Configure Payment Gateways (ie: Stripe, eWay, Paypal, SplitIt, CyberSource) `COVERED`

Troubleshoot issues with existing payment gateways `COVERED`

WooCommerce small bugs related to layout, shipping, cart etc. (Customisation however will need to be quoted accordingly) `COVERED`

MEMBERSHIPS / COURSES

Reset member logins - on request `COVERED`

Troubleshoot issues with Memberships `COVERED`

Add Resources and Training Videos `COVERED`

Update existing Resources and Training Videos `COVERED`

Add and Update Downloadable PDF's `COVERED`

Update member content `COVERED`

FIVE BY FIVE

Five By Five is Australia's highest rated Wordpress web design and digital agency.

We are trusted by businesses around the world to build great looking, high performing digital solutions that are guaranteed to bring you more leads and enquiries.

We take a deep dive into your business to fully understand your magic.

Using our unique formula for online success, we then share your magic online with the world.

With nearly two decades in the business, hundreds of 5 star Google reviews, and thousands of websites for iconic brands delivered, we are your safest choice when seeking a digital co-pilot.