



# POST PRODUCTION SUPPORT

Hi

Naturally we'd like to wish you future success with your site/App and while many sites can run themselves, it is inevitable that *now and then* you'll want a few updates beyond what you can edit with your Content Management System [ /cms ].

If you discover any `bugs` and by this, we mean **real logic errors** or heaven forbid an actual *screen crash* not caused by a client web-browser error or a temporary loss of an internet connection, then naturally these will be fixed **FREE OF CHARGE**.

## JUST A FEW NOTES ON CONTENT

- Basic Text Content [90%+] will be fully editable in the /cms in what are called *Blocks* and this could be as simple as changing "*Special Summer Offers*" to "*Xmas Offers*"
- Complex Content - also in the /cms - will include HTML, meta-data and/or CSS and this is designed to be fully editable and it is *quite easy* to again change the content, but only advanced users should touch the `code` elements. You can edit content as something called Rich Text or Raw Text
- Many images will be in your /media folder and these can be uploaded and again with the /cms used within your site. Some images, however, cannot for `cache-ing` purposes be used in this way and must be `embedded` into your site; a carousel is a good example and even though your site may be with a `fast` ISP, you'll still want these as fully pre-loaded images for speed reasons. This will hopefully be less than 5-10% of your image content. These must be changed at a code level.



## HOW TO PROCEED

### Option #1

Basic no commitment telephone and e-Mail support. Charged at £15 p/h and updates made in a day or two – hopefully less. Even though *respectfully* you might think or say “Well, that only took 10 minutes”, there is always pre- and post- work involved and just like a quick visit to the Doctor, he/she has to actually spend a good half-hour updating *stuff* that you don’t see or need to see.

### Option #2

Rather than spend your time in the /cms and maybe that’s just not your thing, then a simple £100 p/m for full telephone and content support should suffice. This doesn’t include code updates beyond the /cms and this is actually a cheaper option than Option #1 if your site needs maintenance.

### Option #3 [Popular]

Full support including code updates at £250 p/m and this is for Business Customers without in-house support.

### Option #4

Full developer support at £400 p/m and you may naturally only wish to adopt this option for a few months if your system is likely to evolve during a start-up period. This is in effect a retainer position.

### Full Retainer

Why employ an IT person/developer at £35-45K p.a. [?] when for 25% of that headache you can have complete IT support excluding on-site hardware. This is clearly a major commitment on both sides and by negotiation. This is more of a consultancy role and drifting into the arena of Digital Agency Support, but unlike a DA vadoo.co.uk won’t charge £3-4K p/m minimum.

### Hand Over

All of **your** code is held in a private repository called BitBucket and any other developer will be able to use this for a hand over. It’s your web-site and therefore your code. All systems are written with Laravel MVC PHP/mysql/JS/CSS/AJAX/JSON and Apps with React Native. We don’t offer support to third-party developers unless there are very special circumstances.