

ENTERPRISE WORDPRESS SUPPORT

Keeping Digital Critical WordPress Websites Connected, Running Fast and Data-Secure.

Combining managed hosting, reactive support, routine maintenance, security and performance optimisation for an enterprise-level solution for supporting **WordPress** and **WooCommerce** powered websites.



WordPress & WooCommerce Website Support

020 3355 8747

www.impactmedia.co.uk

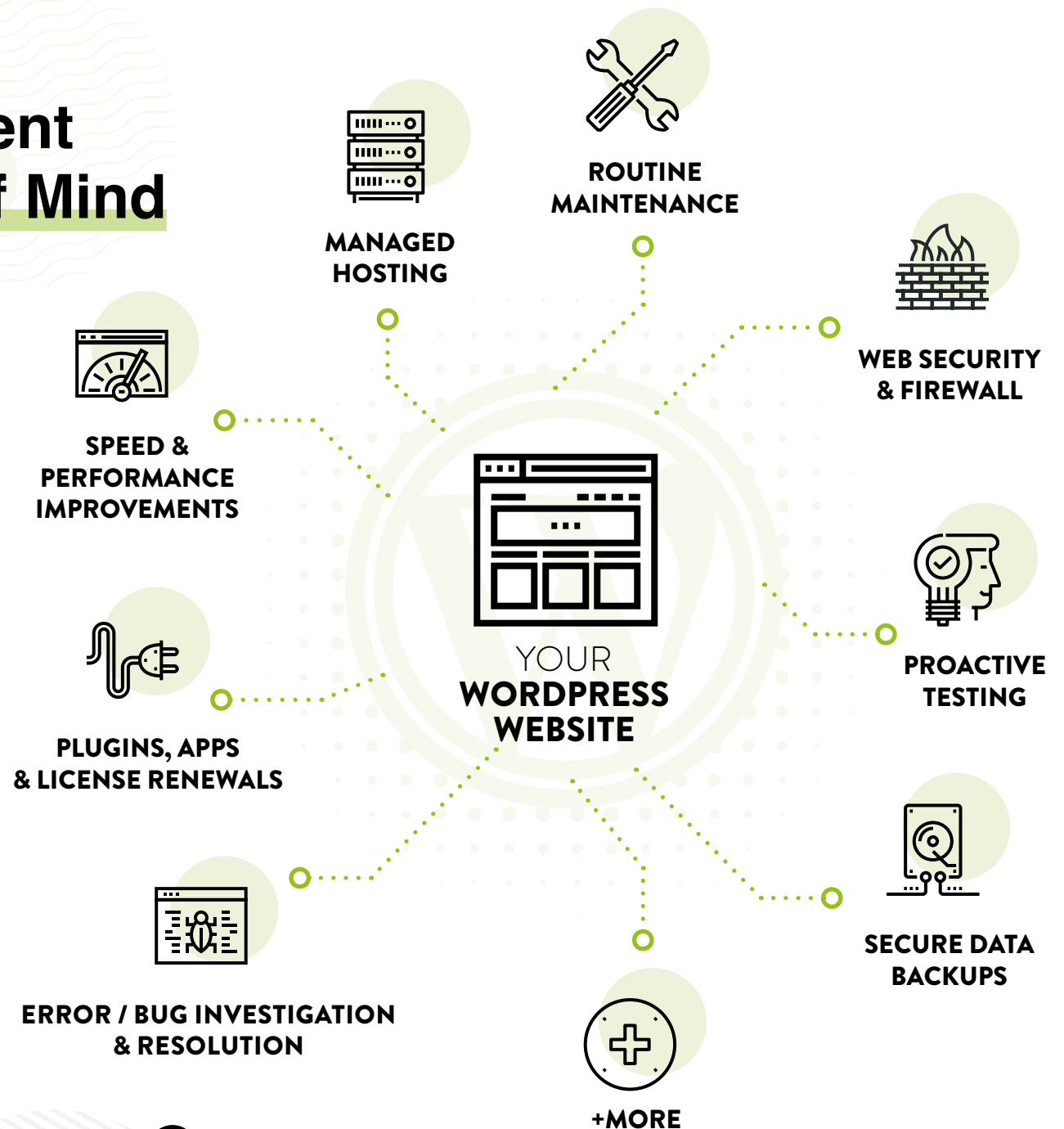
ONGOING PARTNER SUPPORT

Manage Your Content with Total Peace Of Mind

Marketing a business is extremely time intensive, including so many channels to utilise, keeping on top of changes in the industry, managing expectations of stakeholders, driving leads or sales and creating effective content. Being responsible for a website on top of these can leave you without the time to do your best work.

A website demands a lot of attention. From updates, bug fixes, security solutions and optimisation of performance and speed, to regular maintenance tasks and backups, monitoring for hacks, and recovery from a hack in the worst-case scenario.

Our support plans will take all of this worry off your shoulders and give you peace of mind that everything is being professionally managed by experts. We'll give you back your time to focus on marketing, and delivering more leads and sales.



8 Common Challenges Marketing Teams Face Before Onboarding...

1

Searching for a specialist **WordPress** partner with technical knowledge and UX design experience to handle both support and further design and development.

2

The agency that launched the website does not provide **WordPress** support or routine maintenance.

3

WordPress Core or plugins are out of date and other compliance / security tasks are not being carried out.

4

The website has been hacked, is not secure, has no security measures or has no form of a backup facility.

5

The website is slow to load, needing various speed and performance improvements to benefit user experience and aid search engine rankings.

6

The website contains third-party integrations that are vital to the websites functionality and they are constantly failing.

7

Utilising valuable development hours each month on investigation and resolving bugs.

8

There is a delay in communication between hosting and development company, which is causing issues.

Committed To Long-Term Relationships

Impact is committed to long-term relationships. We have been supporting and solving many of our clients' digital challenges for over 15 years. We have become their external website support team, investigating and resolving issues, monitoring and managing the website infrastructure and helping to continually evolve their websites as their business grows.

Our combined support solution assists both tech support and marketing teams to free up their time to focus on their countless other day-to-day tasks.



Our Team Understand Your Technology Stack



Websites today are not straight-forward and are built using a variety of plugins, technologies and integrations to provide the user with the best experience, as well as ensure that brands keep costs low and create efficient business workflows.

Our team work with a large stack of integrations and technologies that work hand in hand with your WordPress website. The list continues to grow as the technology landscape evolves, but here's a few names that you may recognise.

Technologies

WordPress
WooCommerce
HTML 5 & CSS 3
PHP & MySQL
Javascript & JQuery
SASS
Bootstrap
Gulp
WordPress Multisite

Plugins

Gravity Forms
Yoast (seo)
Elementor
LearnDash
Advanced Custom Fields
WPML
Weglot
Event Manager Pro

Payment Gateways

Opayo
Stripe
Paypal
Payment Sense
GoCardless

Integrations

Google Maps Api
Broadbean
Bullhorn
Eviivo
Rightmove
Mailchimp
Campaign Monitor
Wistia
Recurly
Google Drive
Unbounce
VWO
Optimizely
Intercom
Zapier
Teachable
Open Table
Live Chat
Reviews.io / Feefo
Hubspot
Microsoft Dynamics 365
Zendesk
Tradegecko
Brightpearl
Shipstation
Salesforce

REACTIVE SUPPORT

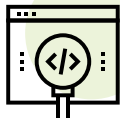
Your Technical Support Team

When your website experiences issues, our team is on hand to investigate, report and resolve. We handle everything technical and even liaise with third-party providers on your behalf, so you can tackle your day-to-day tasks and leave the website technical support to us.



Service Level Agreements (SLA)

We understand how important the website is to the business, so we provide SLA response times to resolve issues and minimise disruption or downtime.



PHP & WordPress Code Investigation

We investigate and resolve PHP, MySQL, HTML, CSS and JQuery errors as well as WordPress related issues.



Bug Fixing & Security Patches

Bugs are common whether the website is old or new. When a bug is identified our team resolves and patches any security threats.



3rd Party Liason

Whether a plugin or API partner, we liaise on your behalf to avoid any communication delay or downtime.



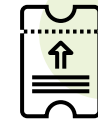
DNS & Server Management

Pointing DNS, changing nameservers, validating SSL certificates and resolving database or internal server errors.



Restoring Page & Database Backups

We help restore pages, databases and complete websites.



All Requests Logged & Tracked

Tickets are opened and tracked until resolved. We also use a platform where visual issues can be reported directly on the website.

Dedicated Time Solely For Support & Maintenance

We allocate time each month solely for support and any development retainer work is purchased separately. This means you'll never hear that maintenance has been neglected over introducing new development features because there's no development time bundled into our plans.



TALK TO A HUMAN

REPORT ISSUES BY
PHONE

Specialist Support For Your WordPress Websites



WooCommerce Support

Supporting bespoke WooCommerce projects with custom development and integrations, ensuring your site is always operational.



API Integration Support

Our team understands API integrations and resolve issues when they arise to ensure any data is mapped correctly.



Membership & Subscriptions

Supporting WooCommerce subscriptions and 3rd Party tools like **Recurly**, to ensure your members continue to pay and retain website access.



E-Learning Platform Support

For e-learning platforms or websites selling online courses, we provide critical support to ensure your users always have access to their courses.



Multilingual Support

We support and maintain Multilingual WordPress websites and provide consultancy and support in best multilingual practices.



“ **They deliver on what they promise** ”

I can honestly say Impact has been my favourite agency to work with. Highly organised, efficient and transparent, there's no question they know everything WordPress. They deliver on what they promise and best of all they're really nice people to work with – it is very rare to get all the above in one agency.

Nick Bramer
Marketing Director

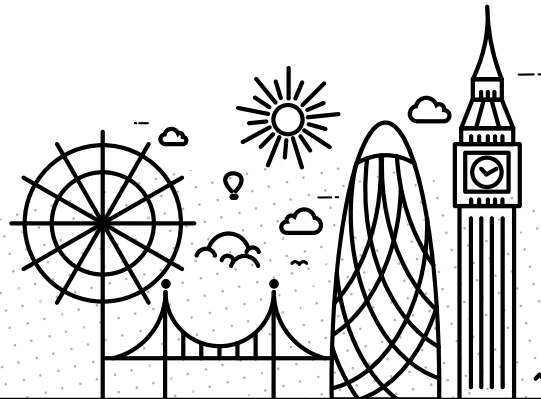
Some Example Support Tickets

- ✓ Data via 3rd Party Integration is not displaying on website.
- ✓ Customers are identifying issues with payment/checking out on the website.
- ✓ Backend edits have been made but the frontend is still displaying past data.
- ✓ Bookings are being made but not displayed in the booking system.
- ✓ The frontend is not visually displaying as expected when adding new content.
- ✓ We need a new user added to the website for access to edit.
- ✓ Email notifications are not being received.
- ✓ I would like you to install a plugin; can you verify, review and install it?
- ✓ Content has been added/edited and now errors are showing and cannot resolve.
- ✓ We seem to be receiving a Sucuri Firewall error/block.

Performance That Scales

When choosing a host for WordPress, it's the setup that will **deliver the performance** and provide reliability. Having insufficient resources assigned could leave your visitors waiting around or even experience downtime.

Our hosting environment delivers immediate performance whilst providing the ability to scale quickly as the visitor demand increases.



LONDON DATA CENTRE

If your users are mainly based in the UK they will witness fast speeds connecting to our main **London Datacentre**.

If your users are abroad, then via our premium CDN your users can connect to their closest datacentre in **13 locations across the globe**.



Hassle-Free Website Migration

We take care of your existing WordPress site, safely migrating to our hosting environment, outside of work hours if needed.



Fully-Managed WordPress Hosting

Anything server-related is handled directly by our team of experts, quickly and without 3rd party delays.



99.9% Service Uptime

Boasting a 99.9% service uptime throughout 2020. Reducing losses associated with downtime.



Fast-Performing Server Setups

Our server setups ensure speed and efficiency with SSD storage for reliability.



Off-Site Backups Disaster Recovery

Backups are made separately to reduce the risk of data loss if a disaster were to happen.



Optimisation & Caching Plugins

Using respected caching solutions, we will keep your site optimised and running fast.



No FTP Access Security Lockdown

For additional security, we don't provide FTP access to anyone within our hosting environment.



Staging Server Management

Separate staging server for test development not sharing the same server resources.



24/7 Live Status Page

A live status page for your website to always be able to see the up-time of your website.

Our Managed Hosting Infrastructure



2 Premium DNS Resolution

Premium DNS resolution means greater performance, security, and site availability for your users.

3 Website Security Firewall

Our firewall solution protects your site from the latest hacking and attack techniques and attempts.

4 VPC - Virtual Private Cloud

VPC gives you improved security, data protection and privacy.



5 Caching Servers

Our caching servers speed up access to your content whilst reducing demand on your site.

6 Website Servers

Our website servers keep your site secure and performing optimally.

7 CDN - Content Delivery Network

Using a content delivery network, we can ensure users can access your content fast, wherever they are located.

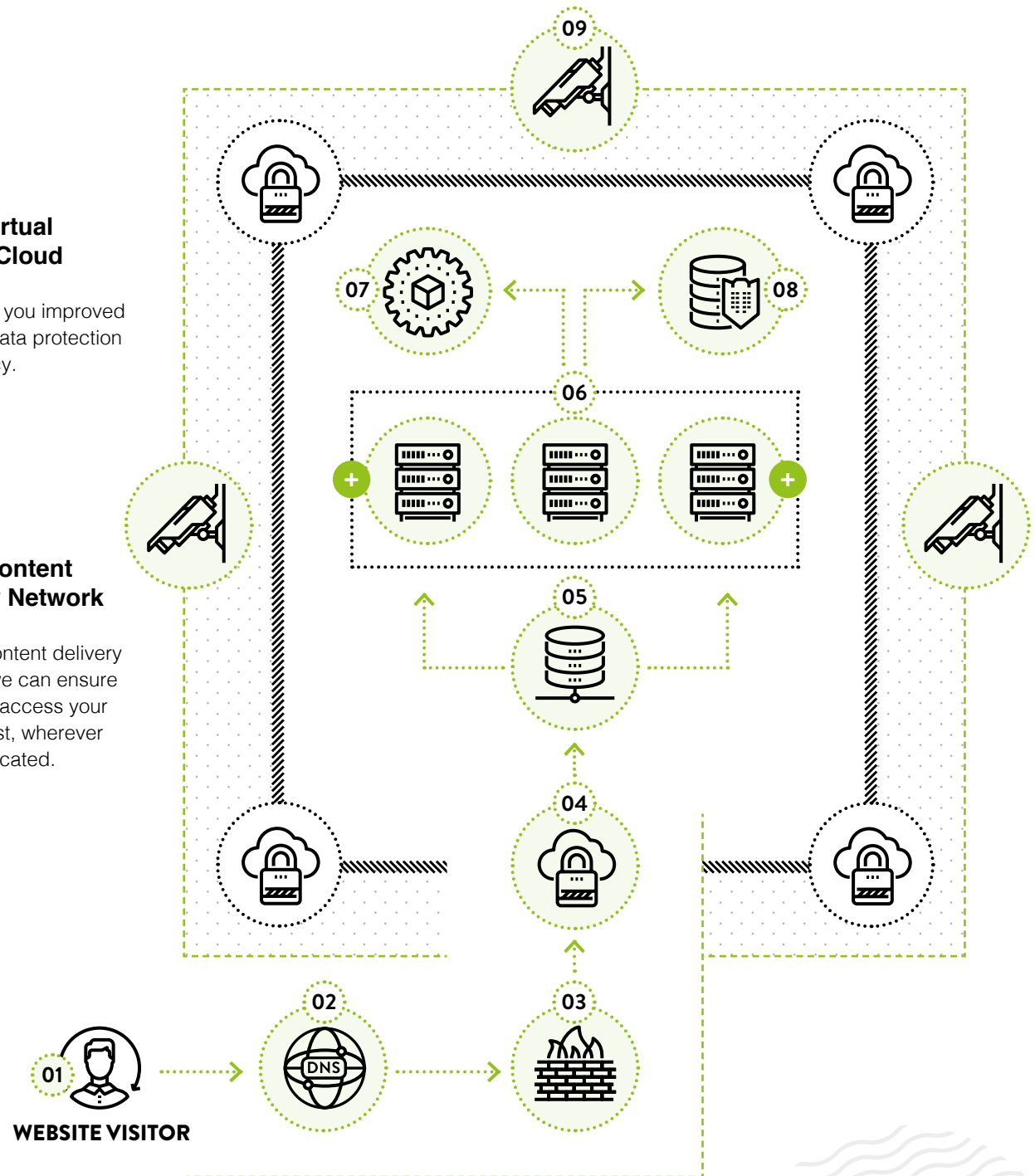


8 Offsite Database Backups

Offsite database backups keep your data safe for quick and simple recovery in the event of a problem or attack.

9 Website Uptime Monitoring

We are notified if your website goes down or reaches a peak, so the servers can be scaled or website put back online before anyone else notices.



SPEED & PERFORMANCE OPTIMISATION

Faster Page Loading Times

Every second of delay in mobile load times can impact conversion rates by up to **20%**. If slower websites drive customers away, faster experiences can help attract and keep them. Our performance toolkit gives your websites the foundation they need to ensure speed is on your side.

Image Compression Saves Server Resources as Well as Helping Load Sites Faster & your business greener.

Between 2018-2021 **British Bakels** has saved

70.7%

An Average File Compression



2.09GB
In Disk Space



20.44TB
In Bandwidth

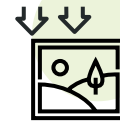


Image Optimisation

Continually optimising photos and imagery so they load faster without compromising quality.



Worldwide CDN

Premium content delivery network across 13 global locations, meaning your content loads fast wherever your users are.



Script Minification

Minimising your code helps your pages load quickly, improving user experience.



Website Caching

Caching speeds up access to your content, whilst reducing demand on your site.



Server Side Caching

Server side caching reduces load and latency.



Database Optimisation

Optimising the database with improved indexing, reduces response times, improving speed.

Out-of-the-Box Improved Performance from a Theme Based Website with Zero Additional Development.

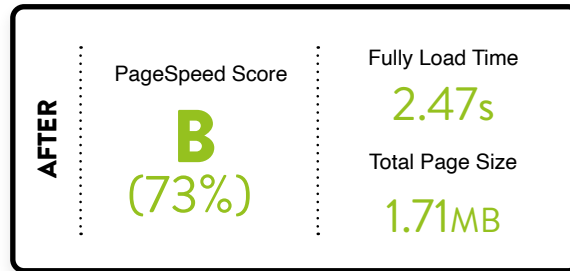
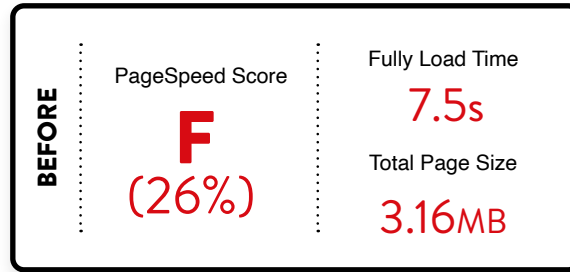
Tollring was running a popular website theme and approached Impact as they were not getting the page speed scores their users were demanding.

Our healthcheck identified that their server setup was missing some key elements that were available 'out of the box' with Impact's care plans.

By migrating to Impact, Tollring reduced their page size, reduced page loading times and improved overall speed with zero development.



GT METRIX PERFORMANCE SCORES



“ Boosted Performance ”

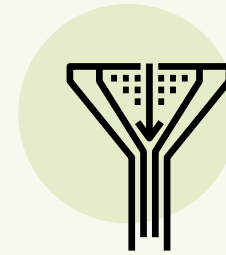
Initially driven by a need for speed, where Impact made a number of refinements to our sites to help boost performance on desktop and mobile, they now provide proactive website management and reactive support to ensure that the sites remain secure, available, and fast.



Anne Woollett
Marketing Communications Manager



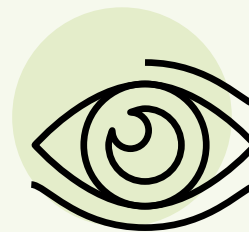
A 3 SECOND DELAY IN PAGE LOADING TIMES MEANS...



21% drop in conversion rates.

48%

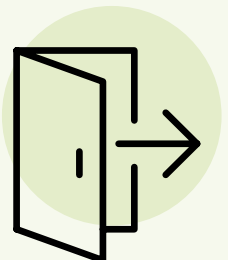
the drop in customer satisfaction.



33% reduction in pageviews.

53%

of mobile visitors leave.



SECURITY FIREWALL PROTECTION

Protecting Your Data & Reputation

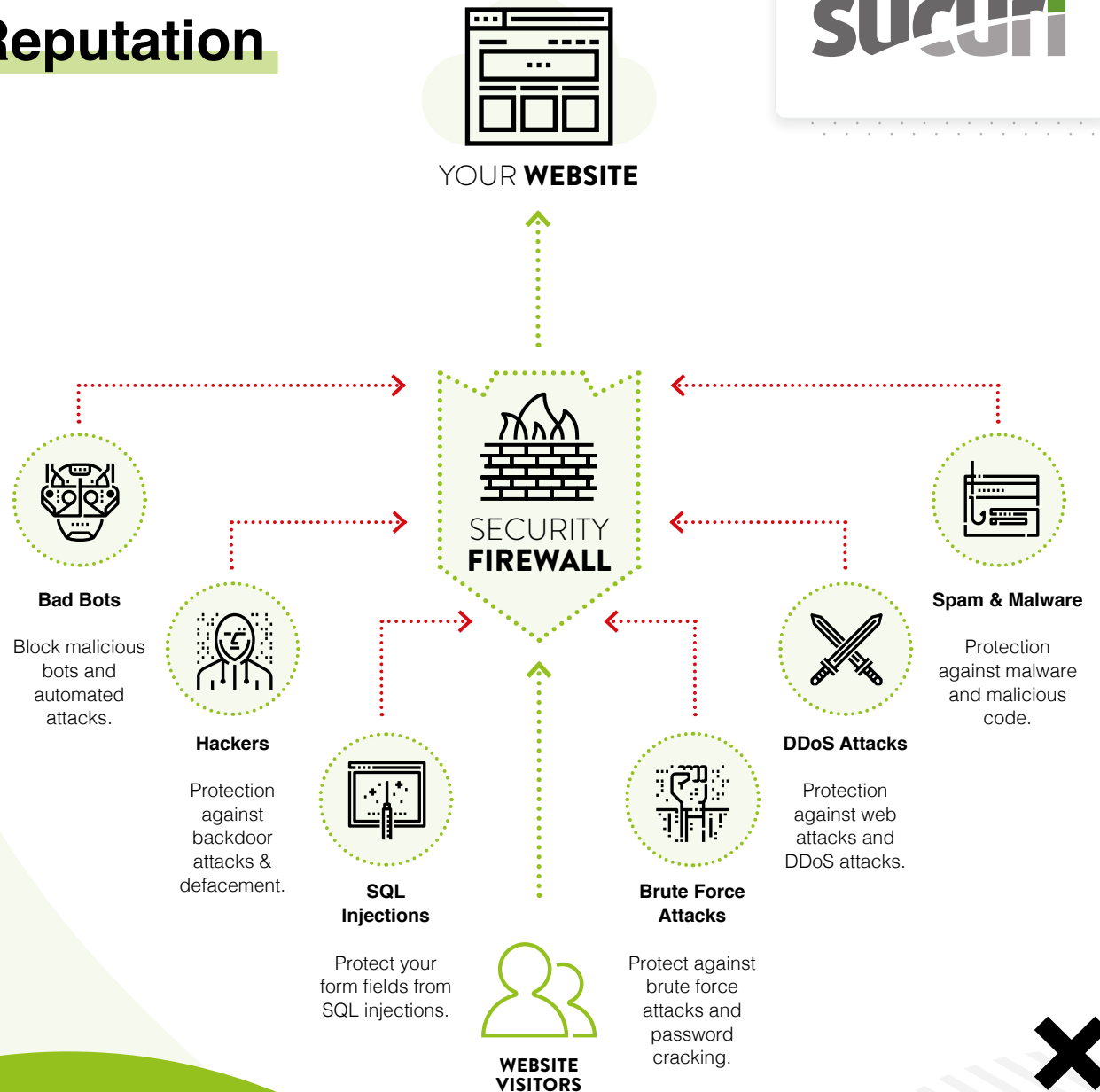
4% of all website traffic is malicious, aiming to deface, hack or exploit innocent website users or companies. Fortunately, we've partnered with **Sucuri**, a market leading web security platform, to provide an additional layer of protection to stop malicious traffic before it even reaches your website, protecting your data and reputation.

Not Relying On A Plugin

Diverting and Screening All Traffic Through a Dedicated **3rd Party Firewall**.

With a majority of WordPress platform setups, security is handled through a plugin. The advantage of pushing to a 3rd party firewall instead is that none of the potentially-malicious traffic actually lands on your website, it is screened before it gets anywhere near. That means it's more secure and uses less server resources making your business greener too.

POWERED BY
SUCURI





Patching & Hardening

If a security patch is available but your website can not be updated, we update patches to retain security.



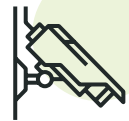
Malware Scanning

Continuously monitoring for signs of malware and indicators of compromise (IOC) with website scanning tools.



Malware Removal

If malware is detected we safely remove any malicious code in your website file system and database. We restore your site completely.



Uptime Monitoring

This alerts us as soon as your website becomes unavailable, so no time is wasted in getting it up and running again.



DDos Mitigation

If your site experiences a DDoS attack, our monitoring detects & reroutes the DDoS traffic away, preserving the legitimate visits.



Bad Bot Blocking

Any known bad bots and those discovered through monitoring, are blacklisted and blocked.



Blacklist Status

See if your website is blacklisted by website security authorities, such as Google and PhishTank.



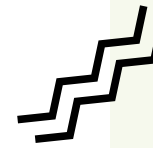
DNS Monitoring

This monitors the connection between clients and your name servers.



GEO Blocking

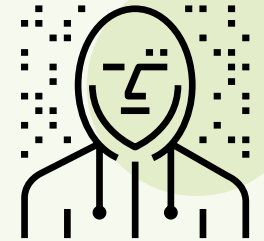
Traffic from particular problem geographical locations can be blocked from accessing your website.



SECURITY IN NUMBERS

37,000

websites are hacked every day.



DDos attacks increase yearly by

125%

4%

of all global traffic is malicious.



WORDPRESS SOFTWARE & PLUGIN UPDATES

Routine Maintenance

Do you press update, shut your eyes and hope for the best? Or are you scared to know how far your site might be out of date? Like a car, your website needs maintenance to keep it operational and secure. With 18 new versions of WordPress released in 2018, this can be continual work - our team takes the burden from you.



WordPress Updates

WordPress releases minor and major updates throughout the year for security, new features and performance. We ensure the the updates are carried out



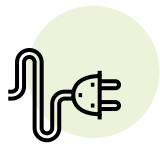
WooCommerce Updates

If a security patch is available but your website can not be updated we update patches to retain security.



Staging Server Testing

Before updating any plugin or core file, everything is tested on the staging environment to identify errors. When we are happy, the update is pushed on the live website.



Plugins Updates

Plugin providers release updates often, so our team ensures that we test and update the plugins to ensure security and performance are not compromised.



Themes Updates

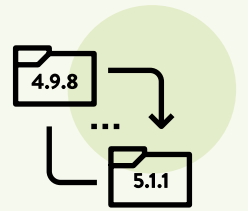
Whether your website is running a purchased theme or an off-the-shelf template, our team ensures that the website is always running the latest stable and compatible version.



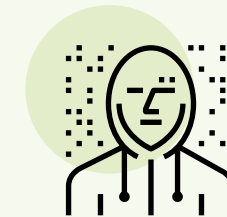
Compatibility Checks

Not everything will always work well together. We will run compatibility checks on plugins, themes and core files prior to pushing any updates to the live environment.

x18



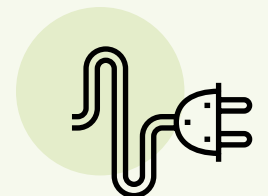
The number of **WordPress version releases in 2018. A new version every 3 weeks.**



36.7%

of all hacked websites in 2018: the route cause was **WordPress not being kept up to date.**

54%



Plugins count for 54% of all WordPress vulnerabilities.

Proactive Testing

Without proactive testing on your website, you might miss vital flaws that can impact conversions. From issues with payments to contact forms not being completed, we can proactively test your website to help identify and resolve these issues so that your website continues to convert.



Dynamic Form Testing

We perform monthly testing of website contact forms to ensure that the forms are displaying correctly and that confirmations and email notifications are also being sent.



Live Payment Testing

We perform monthly, live payment testing to ensure that customers can check out effectively, ensuring that all key areas of the checkout process are displaying and firing correctly.



Coupon Code Testing

If your marketing pushes the use of coupons & vouchers, we work with you to ensure that they have been correctly configured in WooCommerce & are firing successfully.



Booking Process Testing

For websites with API booking integrations we perform monthly tests to ensure that the journey can be successfully completed & relevant notifications/confirmations are successfully delivered.

67%

of site visitors abandon a web form forever if they encounter any complications.

74%

of companies use web forms for lead generation.



Further Testing Needed?

Our custom plan can include any form of testing to be carried out monthly. Alternatively, some testing can be carried out via a retainer.



Browser & Device Testing

If you need to see how legacy browsers or specific devices display your website, further testing can identify results and potential flaws that should be rectified to ensure more users can access your website correctly.



A/B Split & Multivariate Testing

Want to see how a one page variant performs against another? A split test can randomly display one of many page layouts to see which one performs the best. Also, test hundreds of site changes all at once.



User Video Testing

Record the cursor actions of your users in video whilst they're browsing your website. Gain insight into any noticeable user patterns of frustration, that could be improved to help reduce bounce rate and keep visitors on your website longer.



User Acceptance Testing

Want real customer feedback before a new roll-out, or even just for feedback? Invite real target demographic users to carry out tasks on your website then watch their cursor activity and listen to their feedback.

PREMIUM PLUGINS, APP LICENSES & MORE

Taking care of everything else



Transactional Email Service

To improve your email delivery rates, we connect our dedicated transactional email service for sending form submissions, forgotten password, order confirmations and any other email communications sent from the website.



Analytics & GTM Connected

We connect your Google Analytics account, and implement Google Tag Manager, making it easier to add tracking pixels for other marketing analytics, tracking and advertising tools.



Domain Name Renewal Service

Failing to renew a domain name can cause downtime, even if several days late. We can manage renewals on your behalf to avoid any downtime or loss of the domain name altogether.



Weekly or Monthly Reporting

Weekly or monthly email reports provide a breakdown of what has changed on your website, from plugins updated and problems solved to latest visitor stats, keeping you constantly in the loop.



Website Training Video Library

To aid in staff onboarding, and to ensure they can regularly maintain the content on your website, we provide standard WordPress training videos, along with the storage of personalised training videos if we have built your website.



SSL Certificate Configuration

We ensure that a valid SSL certificate is correctly configured to avoid any embarrassing warnings regarding your website not being secure appearing in search results or delivered by the user's browser.

+ THERE'S EVEN MORE

Our support plans also include the use of our agency licenses for the following **premium WordPress plugins**.

Gravity Forms

SAVING \$59 PER YEAR

Create custom WordPress forms using easy-to-use advanced form builder.

WP Rocket

SAVING \$49 PER YEAR

Powerful caching plugin with browser and page caching, GZIP compression and more.

ACF Pro

SAVING £49 PER YEAR

ACF is a tool to further develop WordPress without bloated page builders.

WPML

SAVING \$79 PER YEAR

The world's most popular multi-lingual WordPress plugin.

UpDraft Plus

SAVING £54 PER YEAR

The world's most trusted website backup, restore and clone WordPress plugin.

Short Pixel

SAVING \$120 PER YEAR

Image compression and optimisation plugin, that reduces image size without reducing quality.

WHY CHOOSE IMPACT FOR SUPPORT

More Than Just Support

We are the agency you turn to when you are not only looking for quick fix support; but for a **long-term technical and design partner** to work with you on improving the overall usability of your website and introduce new technical functionality.



We're Not After 1000 Clients

Put simply, we are selective about who we work with, and we are very passionate about getting the fit right so we can build true long-term relationships.



UX & Design-Led

We can provide more than just resolution of issues. We can help define usability issues that could be damaging conversion rates or just improve overall UX.



Single Point of Contact

No automated service here. Speaking to your dedicated account manager, you can report issues by phone or email or via our support ticketing system.



Custom Theme Experience

Our team has vast experience in building and developing custom WordPress themes so we can handle custom sites built by other agencies, too.



API & Technical Integrations

Whether it is a complex integration or bespoke element, our team has the expertise to be able to support, maintain and evolve these features.



Combined Solution

Bringing together a single company to manage the technical side of the website, from maintenance, security and support to hosting and performance, too.



Time Solely For Support

Support time is solely used for routine maintenance and support. Meaning maintenance is never neglected over new features or development add ons.



In-House WordPress Experts

We do not outsource support. All our team members are in house, full time, and they only work on building, supporting and evolving WordPress websites.



We Give Back To WordPress

We are passionate about supporting WordPress for the future, so we sponsor, volunteer and contribute to the WordPress project and WordCamp events.



Reviewed & Certified

Google 5.0 24 Reviews

ISO 9001:2015 CERTIFIED

INTERACTION DESIGN FOUNDATION

uxpa International

Google Partner

CLOUDWAYS Agency Partner

Clutch TOP WORDPRESS AGENCIES

Clutch TOP SIZE COMPANIES

Clutch TOP WEB DEVELOPERS

Our Plans



Help Us Plant 10,000 Trees

We've set a target to plant **10,000** trees to help reduce global CO2 emissions. To make the air our children breathe cleaner and avoid our climate getting warmer.

For every website we support, we pledge to **plant a tree every month** that it is supported with us.

To follow our progress please visit www.10ktreechallenge.co.uk



¹ Supported feature may incur additional monthly fees. Please request a quote for more details.

² For Overage fees please request a quote for more details.

³ Estimates only as not visits are the same. If you have traffic spikes you should speak to us about a dedicated server.



Reactive Website Support

	ESSENTIAL	CRITICAL	CUSTOM
Mon-Fri 9am - 5pm Support	✓	✓	✓
Weekend & Out-of-Hours Support	-	-	✓
Service Level Agreement (SLA)	-	✓	✓
No. of Approved Contacts	1	2	2+
Unlimited Support Tickets (30-Min Fixes)	✓	✓	-
Custom Theme Support	✓	✓	✓
Telephone & Email Support	✓	✓	✓
Support Ticketing System	✓	✓	✓
Dedicated Account Manager	✓	✓	✓
Restoring Page & Database Backups	✓	✓	✓
Google Maps API Support	✓	✓	✓
Multilingual Support	-	✓	✓
Membership & Subscriptions ¹	-	✓	✓
WooCommerce Support	-	✓	✓
API Integration/Custom Plugin Support	-	-	✓
LearnDash Support ¹	-	✓	✓



Website Security Protection

	ESSENTIAL	CRITICAL	CUSTOM
Admin Access Lockdown	✓	✓	✓
3rd Party Security Firewall by Sucuri	✓	✓	✓
Off-Site Backups	✓	✓	✓
Attack & Hack Prevention	✓	✓	✓
Free Hack Cleanup	✓	✓	✓
24/7 Security Monitoring	✓	✓	✓
Malware Prevention & Removal	✓	✓	✓
DDoS Mitigation	✓	✓	✓
Virtual Patching & Hardening	✓	✓	✓
FTP Access Lockdown	✓	✓	✓



Routine Maintenance

	ESSENTIAL	CRITICAL	CUSTOM
WordPress Core Updates	✓	✓	✓
WordPress Plugin Updates	✓	✓	✓
WordPress Theme Updates	✓	✓	✓
WooCommerce Updates	-	✓	✓



WordPress Hosting

	ESSENTIAL	CRITICAL	CUSTOM
Superfast Website Hosting	✓	✓	✓
Website Uptime Monitoring	✓	✓	✓
Premium DNS	✓	✓	✓
Caching Servers	✓	✓	✓
Staging Server Management	✓	✓	✓
Visits Per Month ³	30,000	100,000	100,000+
SSD Storage ²	25GB	50GB	✓
CDN Storage ²	100GB	150GB	✓
Bandwidth ²	100GB	200GB	✓
PHP Version 7/8	✓	✓	✓
Version Control	✓	✓	✓
London Datacentre (Server Location)	✓	✓	✓
Dedicated Server	-	-	✓
Uptime Status Page	-	-	✓



Performance & Speed Optimisation

	ESSENTIAL	CRITICAL	CUSTOM
Image Compression	✓	✓	✓
Website Caching	✓	✓	✓
Script Minification	✓	✓	✓
Database Optimisation	✓	✓	✓



Proactive Testing

	ESSENTIAL	CRITICAL	CUSTOM
Advanced Application Monitoring	-	-	✓
Live Payment Testing	-	-	✓
Form Testing	-	-	✓
Booking Process Testing	-	-	✓
Coupon Code Testing	-	-	✓
Browser & Device Testing	-	-	✓



Reporting, App Licenses & More

	ESSENTIAL	CRITICAL	CUSTOM
WordPress Annual Health Check	✓	✓	✓
Monthly Performance Report	-	✓	✓
Domain Name Renewal Service	✓	✓	✓
SSL Certificate Configuration	✓	✓	✓
Weekly / Monthly Reporting	✓	✓	✓
Google Analytics & GTM Connected	✓	✓	✓
Google Map API Configuration	✓	✓	✓
Transactional Email Service ²	5,000	15,000	✓
Video Training Library	✓	✓	✓
Premium Plugins Licenses	✓	✓	✓



30 Day Rolling Contract

We are confident you'll love our support, that we don't tie you into long contracts. You'll stay because you want to. Some clients are approaching 16 years.



10% Multiple Website Discount

If you're looking to support more than one website, we provide a **10% discount** on every additional website we support.



Charity & Not for Profit Discount

To help support registered charities, we provide a **10%** discount from all our support plans as well as **10%** for Not For Profits.



Get Faster Response Times

If you need us to react faster, we can provide shorter SLA response times, as well as provide evening and weekend support if required. Pricing and further information available on request.

ESSENTIAL

£189+VAT

PAID MONTHLY

£169+VAT P/M BILLED ANNUALLY

Ideal for:

Low-to-mid traffic websites that invest in digital marketing & utilise the website for lead generation.

CRITICAL

£329+VAT

PAID MONTHLY

£299+VAT P/M BILLED ANNUALLY

Ideal for:

Mid-traffic websites that generate sales, subscription payments or have integrations to provide functionality.

CUSTOM

£POA+VAT

PAID MONTHLY

DISCOUNT IF BILLED ANNUALLY

Ideal for:

Higher traffic websites that require a custom plan with their own dedicated servers and other services.

AD-HOC SUPPORT

Supporting Your Live Events



Planning a high traffic event or online awards ceremony? Our team can be on hand to deliver immediate support should your website encounter any issues with user access or downtime.

With online events becoming far more widely adopted, having a team on hand just for the day or length of the event can be vital to the success of the event.

Speak to **James** about booking ad-hoc support as an insurance policy for your online event.

020 3355 8747

meetjames.impactmedia.co.uk

WORDPRESS MULTISITE SUPPORT

Managing Multiple Websites

If you are running multiple WordPress websites, we provide a single point of contact to manage all the updates, maintenance and all technical support for every website under your brand.

We can deliver scaled custom support plans if your websites are already within a WordPress Multisite environment. These plans can be far more cost-effective as each of the websites can share the resources. If your websites are not in a Multisite environment, our team can work together in exploring whether we can migrate to a Multisite environment if required.

Non Multisite websites can still benefit from a **10% discount** for each additional website supported by Impact.

“ Impact made the transition easy ”

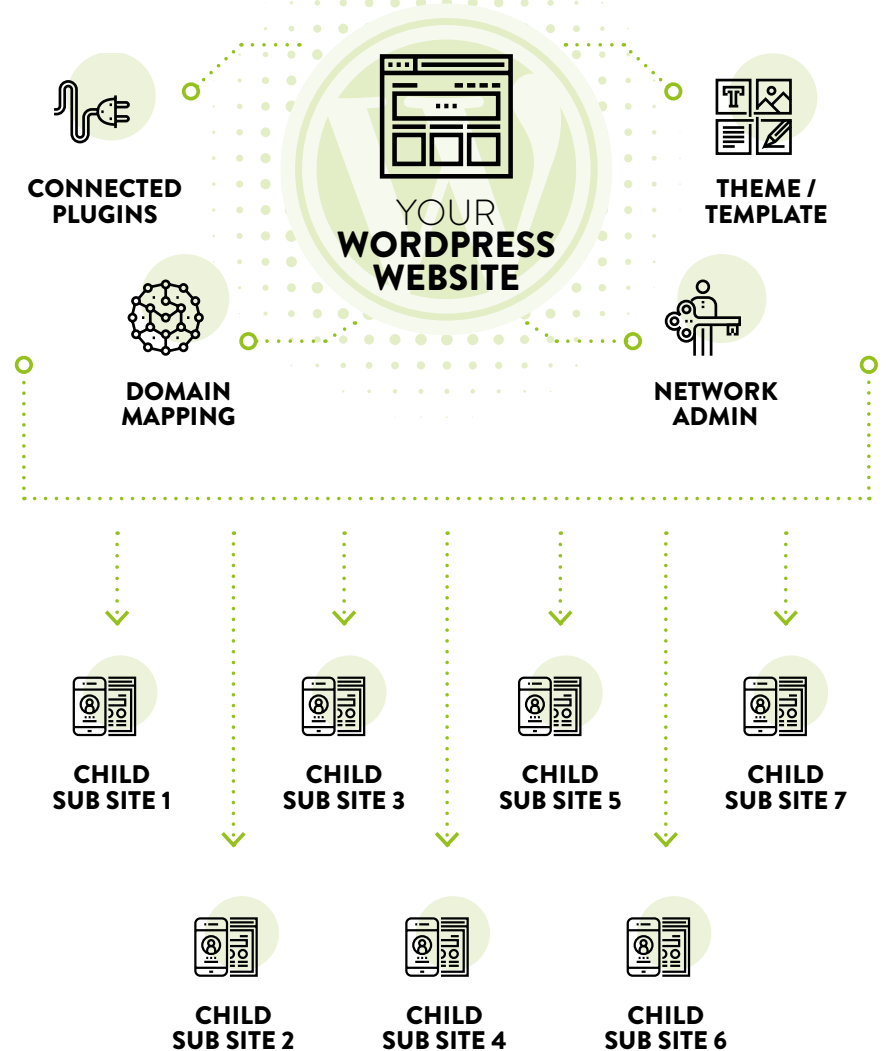
In migrating our 25 company websites to WordPress, Impact made the transition easy. Their technical know-how and approach helped the group move from a restricted CMS to an easy-to-use website that allows each country to maintain their own unique version.



Michael Schofield
Marketing Manager



How Does Multisite Work?



GETTING STARTED

Book Your Website Healthcheck

The first step before migrating websites to Impact is for our team to carry out a **WordPress Website Healthcheck**.

The healthcheck will explore and diagnose any general website health issues and give us a clear understanding of whether there's some remedial work that might need to be carried out before any updates can be made or the migration can take place.

HEALTHCHECK
£199 +VAT
SINGLE PAYMENT

- ✓ Discover how to increase **page loading times** and improve general page performance.
- ✓ Discover how secure your website is and how to **improve security**.
- ✓ Discover how well the site and its plugins have been **maintained**.
- ✓ Discover any **usability** or **compliance improvements** or suggestions that can be made.

How The Healthchecks Work

1

Sharing Access

To carry out the audit we require admin-level website access. This will allow us to take a look at the setup of the website.

2

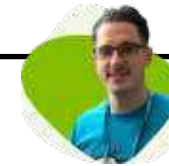
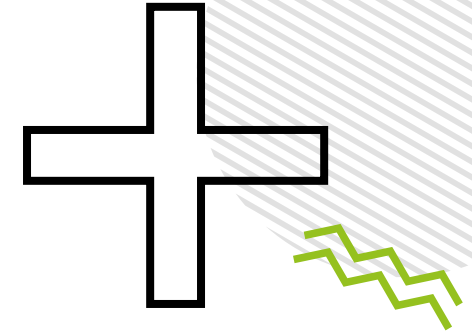
Walkthrough Scheduling

We schedule a screenshare via Google Meet to discuss and present our findings and recommendations.

3

Deliver Results

The report is emailed along with any advisories that may be required before our team can begin handling the website migration.



BOOK YOUR WEBSITE HEALTHCHECK

Speak to **James** and schedule a **WordPress website healthcheck**.

Let our team explore how well the website has been maintained, the current performance, security condition and report a list of advisories and any issues identified.

Call **James** or book a discovery call using the link below.

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meetjames.impactmedia.co.uk



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