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Website Support - For your WordPress or Drupal Website



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<https://agileware.com.au>



We support your WordPress or Drupal website

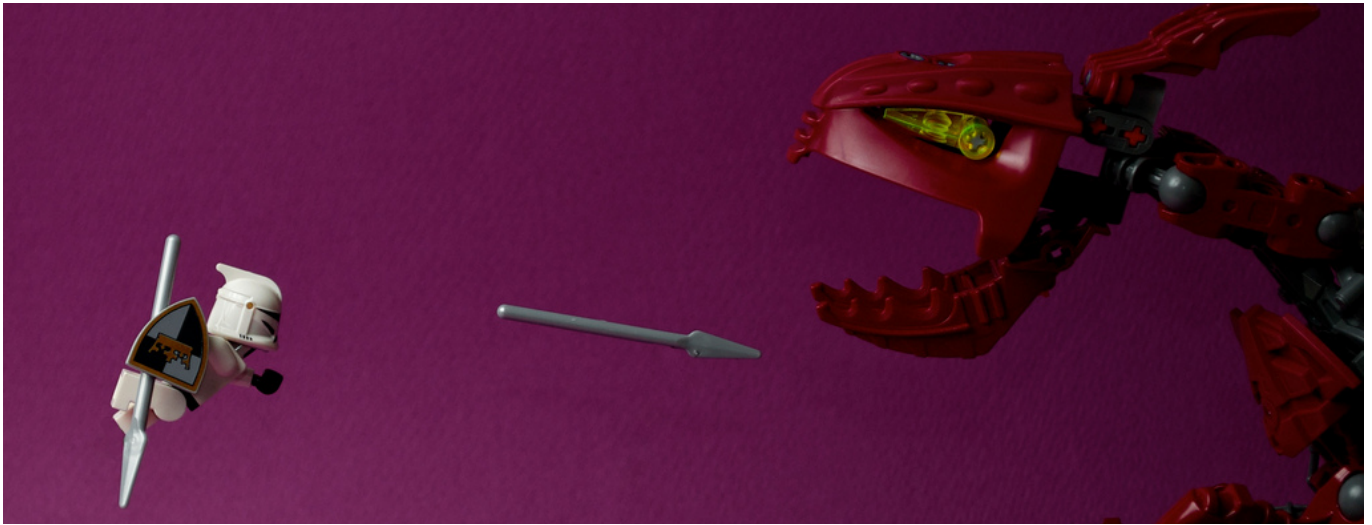


Image: [Kevin Thai](#), Creative Commons

Website Support entitles you to the following services for the nominated WordPress or Drupal website.

- Respond to questions and help solve problems via Service Desk, email and phone.
- Investigate errors and bugs with the website and research possible solutions.
- Discuss your requirements and provide advise to better utilise, integrate or customise the website.
- Perform configuration changes to the website where these changes do not require coding, testing, or review prior to implementation.
- Communicate on your behalf to your website hosting provider and local IT support.

For complex support requests, a suitable approach and estimate is determined, this can then result in additional, support requests to be scheduled or for a Quote to be provided for your approval.

To help manage your support allowance usage and reduce the likelihood of unexpected bills, we explicitly exclude the following types of services from Website Support.

- Support for website that are still in development or otherwise not in production
- General consulting, on site services, customised or technical training, copywriting, software development, graphic design, website design, or any other services offered by Agileware.
- Providing support or any other services to your customers, members, service providers or other third parties.
- Changes to the website installation which require coding, testing, or review prior to installation on a production system. In general, when work needs to be performed on a development copy of the production system prior to implementation.
- Any guarantee that Agileware will be able to fix reported errors in the website, modules, plugins, extensions or other third party software.
- Support for any software or systems for which Agileware do not have sufficient access permissions or remote access.

If you do require any of the above services, then we are still happy to help and will provide a Quote for your approval.

We help you learn

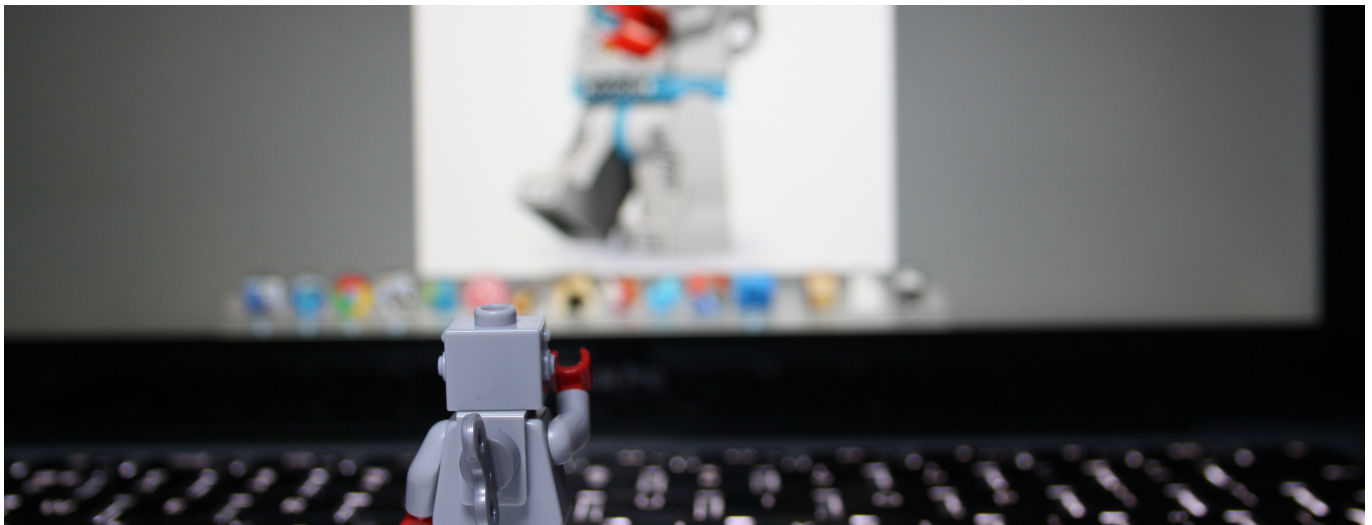


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When signing up for support, we request that you register for our regular training sessions for Drupal and WordPress websites. This enables you to better utilise the software and our support services. You will learn new things, be more effective and ask more intelligent support questions.

Training

Agileware provide discounted training services for our customers with an active support subscription. If you have new staff joining your organisation, then it is ideal that training is part of your induction process.

Agileware training is delivered online, facilitated by an Agileware instructor. Each training session is 1 to 2 hours in duration and delivered in workshop style. Training sessions are recorded and prior recordings are also available in our Service Desk for self-paced learning.

Agileware training schedule is advertised at <https://agileware.com.au/events> and we try to schedule regular training sessions covering Drupal, WordPress.

“Seriously, you guys are just blowing my mind with how quickly and efficiently you're jumping on and resolving all my random requests - thank you all SO much!!!”
- Jonathan Leeming, suicidepreventionaust.org

We can keep your software up to date

Applying software updates to the website software hosted on the Internet, which is available 24x7 to everyone in the world is critical to mitigate security issues. Websites and CRMs that are not regularly updated are vulnerable to being hacked, functionality may break, or have unexpected problems with appearance. We can reduce the risk of this happening by applying updates regularly, or advising you when there is an important update (e.g. to fix a security vulnerability) that may require additional work to be installed.

“Websites that are not regularly updated are vulnerable to being hacked...”

WordPress and Drupal are constantly being developed by an active open source community and new releases are announced on their respective websites.

It's important to know that with each new release of software, there also comes new bugs - so we do our best to balance deploying new releases whilst tracking known bugs and bug fixes. We are not infallible and sometimes a bug does “slip below the radar”, where this is the case be assured that we are ready to investigate and where possible implement a fix or workaround to the problem.

We can perform software updates to the website to ensure you take advantage of new features, security updates and bug fixes.

We do not guarantee immediate installation of new releases upon their being made publicly available, nor do we guarantee that the new release will be without any bugs.

We do review each new release and the changes included to assess the impact to our customer base. We do take reasonable steps to review and keep up to date with changes in Drupal, WordPress so we can better assess each release and when the update should be deployed.

Software updates is an optional service included with the Website Support subscription. During on-boarding, you can opt-in to this service and nominate whether software updates should be performed for your website. All work we perform for website software updates is deducted from the included monthly support allowance.

“Justin is responsive and super helpful and takes the time to explain things to us, and provides us with a solution on the spot”

- Sara Saleh, apan.org.au

Other things you need to know

Support Availability

Support is available during Business Hours only: Australian Eastern Standard Time, from 9am to 5:30pm, Monday to Friday excluding public holidays observed in Canberra and other days where Agileware is closed. *We do not provide any guarantee of support services being available outside Business Hours.*

Service Level For Response

During Business Hours, an 4 hour service level for response applies.

Register A Support Request

To contact Agileware Support, create a issue in Agileware Service Desk, <https://support.agileware.com.au> or email support@agileware.com.au.

Support Hours

Agileware record all support hours utilised by a customer and this information is automatically reported on a daily basis. You can request a report on usage at any time. Agileware will advise you where possible if a support request is likely to exceed your support allowance or is taking longer than usual to resolve.

Fair Go Policy

To keep support services accessible and affordable for all Agileware customers, the following Fair Go Policy applies to the use of our support service:

1. If you make use of our support service exceeding the included support allowance in the aggregate over a 1 month period, then we reserve the right to charge the you at the Excess Support hourly rate or you can opt to purchase Additional Support Allowance.
2. If you request support for an issue which is excluded by our support service then Agileware will provide a Quote.
3. Agileware may use the support allowance for all work performed in preparing a Quote for you.

Additional Support Allowance

You can purchase an Additional Support Allowance for a support subscription. This enables you to increase the maximum allowance under the Fair Go Policy for a single discounted fee instead of the higher per hour rate. Additional Support Allowances purchased apply to the month of Invoice Date. Multiple Additional Support Allowances can be added to the support subscription.

Project Services

There are limits to what type of work can be performed under support, within the support allowance and on the production website. Agileware are experienced website developers, we can estimate and plan the approach for small to large projects. We provide a Quote based on an estimate of total hours at an hourly rate or a fixed price Quote where the requirements are well defined and agreed. A support request may require a Quote or you may wish to contact us directly, use the Service Desk or email sales@agileware.com.au for new Quote Requests.

When you sign up to our service

When you subscribe to Website Support, we will go through the following processes to provide a quality and cost-effective service for your system.

Training

When signing up for support, we request that you register for our regular training sessions for the Drupal and WordPress. This enables you to better utilise the software and our support services. You will learn new things, be more effective and ask more intelligent support questions.

Initial Software Updates

If your website software is not up-to-date, software updates will be required as part of setting up your support service. This ensures that your website is secure and all bug fixes released have been applied.

There is a cost associated with performing initial software updates and this is largely determined by how “out of date” your website software is.

Software Updates

Software updates is an optional service included with the Website Support subscription. You can opt-in to this service and nominate whether software updates should be performed for your website.

Access Permissions

To provide effective support, we need you to provide Agileware with sufficient access permissions and remote access to the software being supported. This includes access to the database(s) and file system. SSH access is the preferred method of access. Onerous access processes or protocols may incur an additional fee as they increase the time required to provide support.

**“Great professional process and a great team on the job ..
thank you for response and help.”
- David Ferguson, finevintagedesign.com**

How much does it cost?

Initial Subscription Period

An initial subscription period of 2 months is required for a new subscription, paid in advance. Thereafter, subscriptions are paid on a monthly basis.

On-boarding *	Price (GST inc)
Initial software updates - WordPress	From \$770
Initial software updates - Drupal	From \$3080
Website Support **	Price (GST inc)
Website Support — 4 hours support allowance per month	\$192.50 per month
Website Support — 8 hours support allowance per month	\$385 per month
Additional Support Allowance — 4 hours additional support allowance per month	\$481.25
Excess Support — Business Hours support in excess of the Fair Go Policy, per hour, charged in 15 minute increments.	\$192.50 per hour
After Hours Support — Per hour, minimum charge 2 hours, charged in 15 minute increments thereafter.	\$770 initial fee \$385 per hour

Software Updates

Opt-in service for the supported website. All work is deducted from the support allowance.

Other Services	Price (GST inc)
Website design and development, quoted separately, per hour rate	\$192.50 per hour
Support requests from <i>non-supported</i> customers	\$770 to \$1540 per request

* Price for Initial updates is subject to an assessment by Agileware and confirmed by Quote.

** Price for Website Support is to be confirmed by Quote.

Subscription Cancellation

You may cancel your subscription at any point by contacting Agileware Support. Upon cancellation, your service will cease immediately. The subscription fee for the current month (or current term, if prepaid) is non-refundable. However, for customers on prepaid plans, Agileware will provide a pro-rata refund for any unused, complete future months that have been paid for.

About us

What We Do

Drupal, WordPress, and CiviCRM website design and development

Project management, interactive design, and product management

Requirements analysis, data migration, training, and software support

We deliver the right solution, on time and on budget

Agileware is a Canberra local small business, providing IT professional and software development services.

Since our beginning in 2002, we have launched websites, Client Relationship Management systems, and online applications for a wide range of Government agencies, commercial businesses, and non-profit community sector organisations. We also provide website hosting, and software support services.

The way we work is based on our shared values: we are open, collaborative, agile, and take a holistic approach to achieving your mission.

The skills we offer include website and software design and development, requirements discovery, training, support and maintenance. We also provide strategic consulting services, including project management, product management, business analysis, system design, interactive design, system administration, and performance and web analytics.

With more than 40 years combined experience understanding and designing business systems, we have the depth of understanding needed to deal with complex systems and processes.

The Right Mix



Release early, release often. Agileware's focus on open source technology and iterative development helps our clients achieve the right balance for their budget, timeline, and design. Project milestones are achieved in weeks, not months.

**“Thanks for reacting quickly, even during holiday time”
- Daniel Charron, biotext.com.au**

**“So helpful, quick and professional and resolved on the spot. Thank you.”
- Leonor Lawler, burgmann.anu.edu.au**

We like to give back to the open source community



Image: [Barbara Wells](#), Creative Commons

Agileware is an active contributor to the Drupal project, and interacts daily with the Drupal community. Our primary Drupal user account is Agileware, and our secondary Drupal user account is Justin Freeman. Our Drupal accounts have been active for over 7 years, and we have contributed approximately 35 modules and themes to the Drupal project. Agileware developed and maintain the Drupal eWAY module, which allows secure credit card processing and recurring payments.

Agileware is an organisation member of the Drupal Association, which fosters and supports the Drupal software project, the community, and its growth. Our staff have helped organise DrupalGov conferences in Canberra, and run Drupal Global Training Days to introduce new users to Drupal site building.

Agileware has also developed a CiviCRM extension for eWAY which also allows credit card and recurring payments for the CiviCRM system. Development of this extension was sponsored by Stephen Garrett of Good Reason.

Agileware is a CiviCRM Empowering Partner, has run CiviDay events to support local users and introduce new users, and Agileware staff are organising the first CiviCon event in Australia, to take place in Canberra in 2017.

“Great job. We really appreciate how quickly you fixed this.”

- Frances Terrett, writersvictoria.org.au

“You can stop asking me as I'll (nearly) always put Wonderful”

- Rob Hagan, cotavic.org.au