

ONGOING SUPPORT

Our aim

With all of our customers our aim is to give them full control over their website, and in return many of them have and continue to work with keeping their website fresh and up to date.

Here to help

If you feel that you simply do not have the time to do this or want elements of the website progressed that are beyond your expertise, this is where we can step in. We provide a straight forward ongoing support service that takes that load off your shoulders.

Our support team can work with your employees to determine the best technology to use to easily and efficiently accomplish these items and to develop the right shared support model for your organization.

We can be your organization's complete web team, handling all of your needs, or we can just be there as a backup or overflow team to help when demands are especially high.

Just a few of the services we provide

For a full breakdown of what we provide please visit hugadigitalmarketing.com

Digital Marketing
Development
Design

It's never set in stone

Every three months we will review your support package with how much actual time has been spent. This is to determine whether we have put you on the right package. If we find that we (on average) are spending less time than allocated, we will let you know and put you on a smaller package.

Support Options

Pay as you go

Prefer to have support as and when you need it? If you feel that you won't be needing monthly support and that updates aren't required that frequently with your website, no problem that works for us too. We charge at our hourly rate of £80 per hour with a minimum of 30 minutes.

Monthly Support Packages 2017

Plan 1 Support	1 hour p/m	£90
Plan 2 Support	2 hours p/m	£140
Plan 3 Support	3 hours p/m	£220
Plan 4 Support	4 hours p/m	£300
Plan 5 Support	5 hours p/m	£360
Plan 6 Support	10 hours p/m	£600
Plan 7 Support	15 hours p/m	£800
Plan 8 Support	20 hours p/m	£1,000

How do I get support?

Project management system We run all our projects and support work through a project management system called Teamwork. We give our clients access to view tasks, deadlines and time sheet and much more

<http://hugadigitalmarketing.com/client-login>

Email – Our emails are picked up from 8am to 5.45pm, 5 days a week. We endeavor to respond within 2 hours of any enquiry but if it is of the utmost of urgency please contact us by phone on 01273 358812.

Phone – Not keen on emailing and prefer to talk? Give us a call

A friendly face – Prefer to meet in person? Our office is based in Brighton and Hove. If you wish to arrange a support meeting please get in touch prior to visiting and we will do our best to work around your day.

If you have any questions or would like clarification with anything provided in this document do not hesitate to ask and one of our team will be happy to help.

Kind regards

HUGA DIGITAL MARKETING