

website support plans

An introduction to our support plans

At Full Fat Studios we believe with a passion the importance of getting under the skin of your needs. We deliver the cream of creative solutions to your doorstep that really motivate your clients.

We offer website maintenance, support and management packages that are professional, inexpensive and take care of your web support needs. If you need a company to work with you to look after your website support, you have come to the right place!

We can tailor a website maintenance package to suit your requirements, and your budget. Benefit from consultancy advice for your website for customer experience, new features and areas to improve as well as advice for new features and the effectiveness of these to generate revenue. That's just the icing on the cake though, as the real comfort is knowing you have professional web developers working with you to maximise the potential of your website, as well as keeping it maintained and fault free!

Even if we did not design and build your website, we can manage, improve and maintain your website with our cost effective support plans.

Detailed below are our web support plans. These packages are offered for a minimum of 24 months agreement. If you are after something different than below, it is possible to provide you with a tailor-made package developed to match your specific needs.

our support plans



skimmed plan

The Skimmed Support Plan is an ideal way for you to receive web support to keep on top of your website, without spending your valuable time trying to be a web developer.

£100.00

prices include vat



semi-skimmed plan

If you need regular web support, and want to ensure that a company is available to support your website and projects, a semi-skimmed support plan is recommended.

£200.00

prices include vat



the full fat plan

Is regular support for your website critical? Do you need piece of mind that a professional developer is standing by to support and maintain your website?

£300.00

prices include vat



support plans not your thing?

If our plans don't tickle your fancy, you can still benefit from our professional web support services on a pay-as-you go basis when you require support.

£60.00

price per hour

details on the plans

skimmed support plan

- Response to all enquiries within 3 hours (9am-5pm Monday-Friday)
- 60 minutes support time each month
- Quarterly site check
- Quarterly site traffic stats and analysis

£100.00

prices include vat

semi-skimmed support plan

- Response to all enquiries within 2 hours (9am-5pm Monday-Friday)
- 120 minutes support time each month
- Basic SEO & management
- Daily site backup
- Monthly site health check (testing forms/elements)
- Monthly site traffic stats and analysis

£200.00

prices include vat

the full fat support plan

- Response to all enquiries immediately, certainly within 1 hour (9am-8pm Monday-Sunday)
- 240 minutes support time each month
- SEO & management
- Daily site backup
- Monthly site health check (testing forms/elements)
- Monthly site traffic stats and analysis

£300.00

prices include vat

frequently asked questions

What Plan do I need?

We have tailored our web support plans so they provide support levels to suit your budget.

Experience and specialist knowledge means we work quickly and efficiently. As a rough guide, Search Engine Optimisation work on an existing web page or might take between 5 and 15 minutes, a telephone call to help advise you on your site might take 10 - 25mins. When we receive a request from you, we will tell you how long it will take to complete the job, and proceed when authorised by you.

If I don't use all my hours?

If you do not use all your support hours in a particular month you can "carry forward" the equivalent of 1 months support time to the next month. For example if your contract gives you 3 hours of support time per month, the maximum amount of unused support time you can carry forward is 3 hours. If you find that you are consistently requiring less time than your contract states, we will be happy to revise your web support contract to meet your needs more closely.

What if I use more time?

If you use more than your contracted hours in a particular month, any further support requirements after your allocated time will be quoted for separately. We will advise you before you go over your plan's allotted hours, and ensure that we get the go-ahead from you before carrying out any work that will incur additional costs

frequently asked questions

What can I use my time for?

Your support time can be used for consultation, or for any of our services. Current clients use contract time for tasks such as; help with content updates, admin training, meetings, or telephone support and consultancy.

Minimum Contact Length?

The minimum contract term is 24 months. This is to allow you to benefit from our analytics advice over a set period. Contracts are payable in advance via a monthly standing order.

What is not included?

Each plan carries it's own contract agreement. We are usually happy to support your project with consultancy, advice, training, content updates, image manipulation etc. If you have not used your allocated support time in a month, then we can carry this over the following month and use the time and put this towards any support and maintenance you require.

In a nutshell, we provide support, maintenance and help but support plans do not include new site development or functionality (costings for this type of work are provided separately).

I want one, how do I get it?

Simply call me on **07584 550 199** or email: ollie@fullfatstudios.co.uk and I will help you in your decision process.