WhatArmy

MANAGED WEB SERVICE

Website Management + Maintenance + Support

WhatArmy's "Managed Web Service" provides you the peace of mind that your websites and other marketing tools are always healthy, secure and working hard for your business.

MANAGE | MAINTAIN | SUPPORT

It's a simple fact that when your web-things break, you lose business. As your website and marketing tools have evolved, the need to properly maintain and support them has grown. With years of managing web technologies, WhatArmy has developed a MANAGED WEB SERVICE to ensure your website and marketing tools are always in good working order.

MANAGED WEB SERVICE DETAILS

A dedicated team and a proactive approach to support.

We invest in the best people, processes and technology to provide peace of mind for your team.

Website monitoring

Daily website backup

Software/CMS updates and patching

Monthly checklist and team member review

Security scanning and monitoring

Documentation of accounts/passwords

OUR MANAGED SERVICE APPROACH

We first review and take an inventory of all marketing/web items, making sure to properly document all settings, accounts and user access and store them in our platform.

Using our best practice checklists across hundreds of clients, we create a roadmap (time and cost) to get everything in good working order. You approve the budget and changes to be made.

Once stable and up to date, we monitor, scan for malware/hacks and back up your sites daily. Monthly we check and perform all core updates and security patches.

At the start of each month, we review with you any suggested maintenance or improvements. We also review the tasks/projects you are considering to provide a time and cost estimate for your approval.

Outside of maintenance, anytime you have a task, question or issue, simply email go@whatarmy.com and we will respond promptly with a time and cost estimate.

HOW MUCH DOES IT COST?

WHATARMY MANAGED SERVICES

STARTING AT

$100/MO

OTHER WORK (APPROVED BY YOU)

$125/HR

MANAGED WEB SERVICES

MASTER SERVICE LIST

MANAGEMENT

✔ Assessment of existing environment and measurement against current best practices

✔ Documentation of existing environment within WhatArmy's secure support database

✔ Documentation and testing of core usernames, passwords, and login url's

✔ Recovery of any lost core management usernames, passwords or login url's

✔ Identification and documentation of all applicable vendor contact information

✔ Development of initial road map for site maintenance and improvements

✔ Software version tracking

✔ Monitoring of and regular checks against known vulnerability disclosures

PROTECTION

✔ Website backup and backup status monitoring

✔ Security scanning and monitoring

✔ Whois/Registrar information monitoring

✔ Website DNS record monitoring

✔ SSL Certificate Monitoring (Where applicable)

✔ Uptime monitoring

MAINTENANCE

✔ Core CMS Updates

✔ Site performance tests

✔ Broken link scans

✔ WhatArmy team member monthly review

✔ WhatArmy's Minimum Technical Standards - Checklist & Report

MONTHLY MANAGED SERVICE CHECKLIST

SYSTEM

- ☐ CMS Version
- ☐ Plugins Requiring Update
- ☐ PHP Version
- ☐ PHP Memory Limit
- ☐ PHP Execution Time
- ☐ Theme Updates Required
- ☐ Plugin Updates Required (Qty)

DATABASE

- ☐ Database Size (MB)
- ☐ Post Revisions Present
- ☐ Table Overhead (KB)

BACKUP

- ☐ Date of last successful Database backup
- ☐ Database Backup Size (MB)
- ☐ Date of last successful Full Backup
- ☐ Latest Full Backup Status
- ☐ Latest Full Backup Size (MB)

SECURITY

- ☐ Sucuri Site Status
- ☐ Limit Login Attempts Functioning Properly
- ☐ Akismet Functioning Properly
- ☐ Admin Password Reset

GOOGLE

- ☐ Analytics Functioning normally
- ☐ Visitors Registered for month
- ☐ Robots.txt Allowing Indexing
- ☐ Webmaster Tools Clear of Errors
- ☐ Sitemap Submitted to Google
- ☐ Google Results show valid descriptions
- ☐ Google Places info displaying correctly

APPEARANCE

- ☐ Favicon Present
- ☐ Appropriate 404 Error present
- ☐ Home Page Displaying Normally

OTHER

- ☐ Form Submittals last 30 Days (Qty.)
- ☐ Blog or News Posts since last check (Qty.)
- ☐ Comments since last check (Qty.)
- ☐ Total Spam Comments found (Qty.)
- ☐ Site Performance Score
- ☐ Broken Links found (Qty.)
- ☐ Uptime notifications since last check (Qty)

ONE TIME/QUARTERLY CHECKS

- ☐ Whois Data is correct
- ☐ Domain Expiration Date
- ☐ Strong Admin Password in place
- ☐ DNS Records Correctly Configured
- ☐ Links to Social Media Present
- ☐ Site is Mobile "Friendly"
- ☐ Site has Newsletter Sign up on site
- ☐ Active pages have valid Titles & Descriptions
- ☐ Data Driven Form Solution in place
- ☐ Site certificate is up to date
- ☐ No Backup Files present in root directories
- ☐ Unused plugins have been removed
- ☐ Hosted by acceptable provider
- ☐ Hosting provides adequate server resources
- ☐ Akismet in place or Comments disabled
- ☐ Security Plugin in place
- ☐ Whatarmy set as domain tech contact
- ☐ WhatArmy able to receive Hosting notifications
- ☐ Site Registering in Google Places
- ☐ Screen Shot of Home Page Taken