

Maintenance Plan

# jola

*Bridging the Gap*

JOLA USA

68 Jay Street  
Brooklyn, New York 11201

agalante@jolausa.com  
JolaUSA.com

# MAINTENANCE PLAN



# About

We allocate a set number of hours per month, per week and per day to ensure your website site is always running properly. If something does go wrong, we notify you and fix the issues quickly.

Our Magento maintenance packages help keep your site running smoothly. If something goes wrong, Jola's certified Magento® developers will solve it and make sure your online business continues to perform according to your expectations.

We can maintain your Magento® site and make sure it is updated and secure, add features, install extensions, optimize your Magento® website and do on-going development. Our team of certified Magento developers will become part of your team to help you become more productive and more efficient online.

Available hours will include the sum of all hours up to the maximum available hours in the month. Hours for packages excluding the Basic package that are not used during the month can be rolled over to the next month for up to three months. Monthly hours includes graphic support, consulting, training, bug fixes, and development work.

Site / Service	Basic	Business	Commerce	Enterprise
• Monthly Hours	5	10	20	30
• Rollover hours to ensuing months			1 Month	1 Month
• Same Day Support hours	6AM - 2PM EST	6AM - 2PM EST	6AM - 6PM EST	6AM - 6PM EST
• Help Desk Support	✓	✓	✓	✓
• Magento Extension Updates	✓	✓	✓	✓
• Site content update	✓	✓	✓	✓
• Magento Extension Customization			✓	✓
• Magento 1.xx version upgrades			✓	✓
• Monthly site health check		✓	✓	✓
• Additional Support Hours	\$115	\$95	\$85	\$70
• Version Control		✓	✓	✓
• Installation and Hosting of Development site		✓	✓	✓
• Magento security Auditing		✓	✓	✓
• Magento Performance monitoring			✓	✓
• Magento Small Bug Fixing	✓	✓	✓	✓
• Product editing		✓	✓	✓
• Catalog SEO optimizing			✓	✓
• Magento Training		✓	✓	✓
• Magento Manual updating	✓	✓	✓	✓
• Magento site optimization			✓	✓
• Magento Consulting		✓	✓	✓
• Graphic Design Support			✓	✓
• Custom Enhancements and custom modifications			✓	✓
• Ecommerce Support work			✓	✓
• Integration Support work			✓	✓
<b>PRICE PER MONTH</b>	<b>\$449</b>	<b>\$879</b>	<b>\$1450</b>	<b>\$1750</b>

\*minimum of 8 months

# Details

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## What IS included in this agreement

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- Edit, revise, update or create new textual/minor graphical content.
- Consultation, and guidance on the use of the web site.
- Product updates
- Database maintenance
- Regular monitoring and updating to ensure impeccable performance across all major browsers due to the fact that not all browsers render sites in the same way.
- Protection against hackers from gaining access to your site. We can also protect your emails from spam attacks, which can be troublesome and frequent if not dealt with efficiently.
- Regular and thorough backups of your site so that it may be fully restored in case of loss.
- We're here should you need us for consultation and advice.
- Monitoring your website functionality to ensure that everything is working as it should and upgrade where necessary. Some plugins may become outdated and no longer work with the newest version of your website software. Plugins may need upgrading to accommodate the newer version, or become obsolete with the improvements in the website software.
- Downtime is highly inconvenient for any website owner and when it happens it is important to have someone on hand to help. We can assist you by liaising with the hosting company to sort out the situation as quickly as possible.

\*When your site is offline you need immediate technical support, We ensure that option is available and will deal with any issues ourselves so you don't have to.

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## What is NOT included in this agreement:

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- Web site redesign, re-alignment or re-development equalling more than 50% change to web page, web site, web graphics on the website
- CMS design or integration including but not limited to blogs, shopping carts and web forums. These require a separate design agreement.

Improving SEO will require updating your website, adding new optimized content regularly, organizing links, and creating micro-sites. It will also require ongoing maintenance and updates to react to changes in the world of Search Engines. Along with providing a SEO strategy document, Jola Interactive will provide basic training to MFI on the essential and basic SEO best practices. If required, for a fee, Jola Interactive can also provide an ongoing SEO and maintenance program.

## DEADLINES + DELIVERABLES

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Jola Interactive will respond to all maintenance requests from Client within 24 hours on weekdays and 48 hours on weekends, via email or phone, with a confirmation that the request was received, and an estimated completion date for each action item in the request. Maintenance requests received after 12:00 GMT may not be completed until the next business day unless prior arrangements have been made. Most work will be done within this time frame, this is mostly precautionary.

# Definitions

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## Production Server

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- A production server is a type of server that is used to deploy and host live websites or Web applications. It hosts websites and Web applications that have undergone extensive development and testing before they are validated as production ready.
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## Staging server

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- Staging server is a temporary clone of live environment used for pre-release testing. It, therefore, serves as temporary hosting and testing server for any new software or website. Staging server is TMP (Temporary File/Folder), since the testing should always be done on a fresh copy of the live site.
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## Development server

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- A development server is a type of server that is designed to facilitate the development and testing of programs, websites, software or applications for software programmers. It provides a run-time environment, as well as all hardware/software utilities that are essential to program debugging and development.
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## Downtime

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- Downtime means that a system or service is not working at a given time. The term is usually used in discussions about the provision of information technology systems or services.
  - Downtime is also known as idle time.
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## Emergency

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- Emergency represents the state when your website is down or checkout process cannot be completed.
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## Backup

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- Backup refers to the process of making copies of data or data files to use in the event the original data or data files are lost or destroyed. Secondly, a backup may refer to making copies for historical purposes, such as for longitudinal studies, statistics or for historical records or to meet the requirements of a data retention policy.
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## Ticket

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- A ticket is the result of an end user submitting a help request via ticketing system, and it should contain elements detailing the exact nature of the problem the end user is having, and the steps used to replicate the problem. The ticket is then forwarded to the appropriate IT technician, who is responsible for addressing the request within the ticket based on the ticket's severity, impact to the organization, time received, etc.
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## Version control system

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- Version control is a system that records changes to a file or set of files over time so that you can recall specific versions later. Using a version control system (VCS) also generally means that if you lose files, you can easily recover. In addition, you get all this for very little overhead.
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## Patch

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- A patch is a comprised code inserted (or patched) into the code of an system or product. Typically, a patch consists of bug fixes, which are a change to a system or product designed to handle a programming bug/glitch. Many different types of programming bugs that create errors with system implementation may require specific bug fixes that are successfully resolved by a development or other IT team.
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## GENERAL

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### ***Support for questions about using your website***

Administering your Magento website can be, at times, difficult for you and your team. For that reason, we have dedicated people that you can contact to help you overcome those obstacles. At this point, we provide you comprehensive help in questions related to product configuration, adding media, setting up newsletter lists, shipping information, etc.

### ***Direct support in emergencies***

We see websites as “live” products, since they need to be accessible 24/7. Therefore, many factors can influence the stability of your website, which we try to foresee using monitoring tools and having dedicated people who, with help of our partners, will do their best to minimize your website’s downtime. We consider those scenarios very important since they can cause your potential customers leaving to another website which can result in revenue loss.

### ***Support when restoring backups***

Usually, most of the hosting companies provide you with backups of your website’s files and database. Some of them provide you assistance when restoring a backup, but some of them don’t. For that reason, we provide you the ability to contact us in case that you cannot manage restoring backup on your own.

### ***Support in case your website has been hacked***

If it happens that your website gets hacked, we will immediately put your website in maintenance mode and give you instructions and plans how to clean it.

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## SUPPORT

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### ***Ticketing system***

Support system is designed to help us approach your ticket as soon as possible. For that reason, we will give you access to our internal ticketing system where you can submit a ticket, check the status of your ticket or give comments to submitted tickets.

### ***Support Manager***

Some support packages include a support manager with dedicated development team who will work with you, thus prioritizing your tickets. Besides submitting tickets of issues that support manager finds, support manager will ensure to resolve them in the most convenient way.

We will provide you a direct contact to your dedicated support manager.

Support Manager can also, on your behalf, communicate with third-party companies in order to accomplish your goals with them.

### ***Priority response***

In accordance with support package you select, within working hours, we offer a maximum response time from the moment you submit a ticket (via ticketing system or email) to the moment we respond to it. Response time doesn’t mean resolving time.

Priority response time does not apply for out of office hours.

### ***Support contacts (Monday - Friday from 9:00AM to 5:00PM) - Phone or Email***

In addition to the access provided to our internal ticketing system, we will also give you our phone and email contact information. You can use it to get fast responses related to the problem at hand, or to submit a ticket when you are not able to do so within our ticketing system. Phone and Email should not be used to check on progress or status report of open tickets.

### ***Support contacts (Out of office hours) - Phone or Email***

For submitted tickets of issues that happened outside working hours (9:00AM - 5:00PM), we offer timely support via phone or email for our clients that chose support package that includes this service.

Based on the support package you have selected, we include certain amount of out-of-office support hours, which we reserve from total

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## **SUPPORT (CONT.)**

monthly hours provided within the selected contract. Additionally, if you spend more hours than reserved by your package, we will send additional invoice for the additional hours at the rate noted in the package.

For clients that have chosen support package that doesn't include this service, all work will be charged at the rate noted in the package.

## **AVAILABLE HOURS**

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### **Prepaid hours**

Support packages have defined prepaid hours, which we will use when working for you. These hours are calculated on monthly basis and we will deduct all spent hours from your prepaid hours.

By choosing the right support package for you, we will reserve resources for your prepaid hours per month.

### **Additional hours**

When all prepaid hours are exhausted we will inform you and ask you whether you would like us to stop or continue working on your open tickets for that month.

With the following month's support contract invoice, we will add all additional spent hours at the rate noted in the support package.

### **Prepaid Hours expiration**

Depending on the plan that you select hours are usually calculated monthly and expire / renew after one month (30 days) or two months (60 days). Any hours that were not spent (have expired) will not be refunded.

## **ADDITIONAL SERVICES**

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### **joladev.com hosting - Development Version**

Within a support contract, you get the opportunity to safeguard your website when a certain problem occurs. In order to prevent major damages to your website, we make a copy of your website on our internal server (joladev.com). This server will be considered as development server and not as a staging server. Development server means that you will be able to install/change extensions, do testing of custom code or admin settings, create separate branch for a third-party developer to work instead of working directly on live.

Our developers will also use this internal server to show you changes before pushing them to staging/live server.

For this service included into chosen support package, we will reserve the right to recreate live environment on joladev.com at any time and we will not hold any responsibility for any data loss on joladev.com server.

### **Version control**

This service includes installing version control - the one we're using is called GIT. If your live/staging environment doesn't already have GIT (or other version control system), we will firstly install it and make initial configuration.

After the installation, we will make sure that you get the process guide, showing what are you able to do and how. This guide will serve to external developers and procedures when it comes to maintaining the chosen version control system.

NOTE: For support packages that don't include this service, but you still have a version control installed, we will use the version control but we are not responsible for maintaining it. Before we start using your already installed version control, we will ask you to send us guidelines and process documentation. development server and not as a staging server. Development server means that you will be able to install/change extensions, do testing of custom code or admin settings, create separate branch for a third-party developer to work instead of working directly on live.

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## **ADDITIONAL SERVICES (CONT.)**

### **Magento Performance Report**

We will prepare monthly performance reports for your Magento website. Reports will contain information such as: server performance, page speed check and Magento profiler of your checkout process pages (Homepage, Random Category Page, Random Product Page, My Cart Page and Checkout Page).

You can request specific or additional page(s) to be included in the report, but hours spent on that will be deducted from monthly prepaid hours.

### **Magento Consulting**

Years of experience in e-commerce and website development/management have shown examples of excellent practice, but also less good aspects of online businesses. That is why we decided to help you by providing essential and useful information that will help you make the right decisions and improve your website.

### **Magento Patch**

Magento is a large system, which is constantly improving. From time to time, Magento will push official patches for its system that fix known bugs. When patch is made publically available, we will inform you and, with your permission, we will install the patch on your website.

In case additional fixes to website theme/code/extensions are required by patch, we will prepare a report of proposed fixes. Again, with your approval, we will apply fixes and deduct spent hours from prepaid hours.

### **Initial Magento version upgrades**

Magento is a large system, which is constantly improving and new versions are coming out. Due to the level of customization of the theme on your website and number of extensions and custom coding, upgrading Magento to newer version can be a very complicated process.

If you choose a support package, which includes this service, upon your request, we will do initial Magento upgrade and provide you with list of additional work needed to finalize the upgrade. If you approve the additional work, we will apply the changes and deduct spent hours from prepaid hours.