



TEAPOT CREATIVE

Website Maintenance & Support

www.teapotsupport.co.uk

A decorative graphic in the bottom right corner consisting of a circular ring with a watercolor-like texture in shades of yellow, orange, and red.

GRAPHIC DESIGN
BRANDING
Web design
Digital marketing

Support Desk Processes and Procedures

Teapot Creative offer website maintenance and support services to help you keep your website looking great, running perfectly and performing well online.

This document has been compiled as a guide to provide Teapot Creative Support clients with a clear outline of:

Maintenance and Support Services

Support Hours Bank

Prioritisation Approach

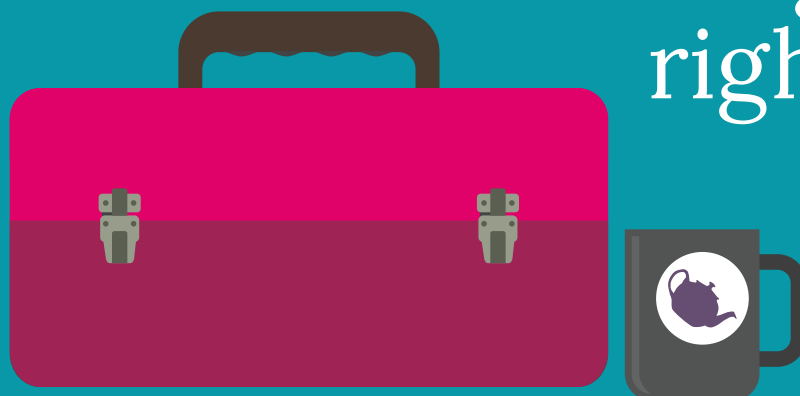
Out of Hours Support

Billable and Non Billable Work

Logging Support Requests

Ticket Statuses

we've got the
right tools



Maintenance and Support Services

We currently offer three levels of support

1. Break / Fix Support

This is a support and maintenance package which works via the support hours bank and is best utilised for Break / Fix issues that are causing disruption to your website's core functionality and require immediate attention, for example, the ability to complete purchase or payment on an e-commerce site. You can of course log non Break / Fix issues that do not require immediate attention, if you are not utilising any of the other support services.

2. Managed Support

This works primarily around things such as platform updates, simple site audits which look at speed and performance and general user journey improvements. This is a scheduled recurring review, requiring a low level of support hours via the support hours bank. It provides a level of constant commitment to your site.

3. Teapot Sprint

This process allows for plenty of conversation and helps to create a deep understanding of client requirements. You will be allocated a dedicated developer who will form a much closer working relationship with you. The recurring meetings will allow us to impart more knowledge, offer suggestions and be proactive in undertaking work and keeping you updated in terms of new technologies, platform updates and industry news. You will also be able to outline long term objectives and prioritise the tasks you want us to work on within a defined and agreed timeframe. This service operates outside of the support hours bank

It's possible to choose the individual service that best suits your business needs or indeed a mixture of any or all of these options. We will always be happy to discuss options with you.

Break / Fix Support Hours Bank

Maintenance and support services for your site are operated on a rolling hours bank basis, any hours not used during the month will roll over to the following month and held within your account for use whenever you need them.

Services can be purchased either as a one-off bulk of hours or by monthly repeat purchase via direct debit. There is no contract associated with this service, the hours are billed and acquired in advance of works being undertaken and you can decide to stop whenever you want.

Any unused hours will be held within your account for use whenever you need them but will expire after 12 months from the date of purchase.

Prioritisation Approach

Support requests will be dealt with as quickly as possible. This is dependent on the volume of support requests the team are dealing with and priority status will always be given to issues that impact a sites ability to take orders and payments or those related to website downtime. For all other issues we will endeavour to have a development window scheduled as quickly as possible.

Out of Hours Support

Teapot Creative will always provide as much assistance as possible and we understand that urgent issues can arise, however, support is provided during normal office hours 8:30am - 5pm Monday - Friday.

Out of hours support services are considered an exception and we can not commit to fulfilling out of hours requests.

Teapot creative will charge for all time spent in responding, researching, building, designing, implementing and fixing for:

- All new or additional work that a client requests.
- All Break / Fix issues that are not directly attributable to Teapot Creative, such as a third party modules.
- Any Break / Fix issues directly caused by work or changes undertaken on the website by the client, their staff or other third party suppliers and services.
- Any Break / Fix issues caused by advances in technology such as Prestashop updates and new PHP updates

Teapot Creative will not charge clients for:

- Any general correspondence raised through the Support system that has no work attributable.
- Server outages (This applies directly to client sites hosted by Teapot Creative)
- Issues directly attributable to any work previously undertaken by Teapot Creative

*Please note that the examples provided above are not exhaustive and further clarification can be provided as required upon request.

Ticket Statuses

Each ticket logged will be assigned a status that will change depending on works undertaken, due or completed. These statuses will also clarify when a ticket has been closed and if work was chargeable against client support time.

Status	Description
Open	Assigned to a new ticket
Assigned to Developer	When a ticket has been assigned to a specific developer (to be amended as required during a tickets lifecycle)
In progress	When work is actively being undertaken to resolve the issue
Waiting for information	Assigned when additional information has been requested from a client and / or third party or by a client / or third party
Waiting for Third Party	Assigned when assistance, or resolution, has been requested from a third party
Customer Reply	Assigned when a client has provided additional information
Answered	Assigned when requested information has been provided to a client
Support Hours Required	Assigned when insufficient support time is available in a clients support account
Closed - Billable	Assigned when an issue is resolved and all logged time is chargeable to the client
Closed - Non Billable	Assigned when an issue is resolved and all logged time is non chargeable to the client

no nasty
surprises



Pricing

Maintenance & Support
Minimum 1- 4 hours

One Off Purchase: £90 + VAT per hour
*Monthly Purchase: £85 + VAT per hour

Maintenance & Support
5 hours +

One Off Purchase: £80 + VAT per hour
*Monthly Purchase: £75 + VAT per hour

All support hours should be paid for in advance.

** Regular monthly support agreement is a minimum of 6 months.
Monthly hours purchases are invoiced and payment collected in advance via direct debit.*

Support hours purchased and unused will remain within your account for use whenever you need them but will expire after 12 months from the date of purchase.