



spot.

WEBSITE SECURITY
& MAINTENANCE

PRO TIP:
Skip Page
To Get Into
The Details

A LITTLE INTRODUCTION

WHO ARE WE?

Spot stems from a brother, sister duo with an Australian and Norwegian heritage, combining the design principles of innovation and minimalism. The mission is simple, we simplify the complicated! Our service is designed to make running a website simple and hands free so you can focus on what matters to you. We are the local team behind your business!



WHAT EXACTLY DO YOU DO?

Imagine you wake up and you are ready to get into the normal day to day grind and you get a call. On that call a client is letting you know that they cant access your website and purchase your product or service. You go to your website like you usually would but this time there is a giant danger screen that all of your current or new clients can see also. In that situation do you know who to call or what to do? Instead of frantically finding someone to fix the issue and take a week or two to fix the problem you have a direct line to us.

If there is a problem with your site our team are the ones who will fix it! Ontop of that we secure your website so that any breaches are significantly less likely to occur in the first place. You also get access to our suite of services at a discounted price.



SITE SECURITY



SITE MAINTENANCE



BOOST PERFORMANCE



WEBSITE CHANGES

SIMPLIFY IT

WHAT THE SERVICE INCLUDES

To summarise the service, if something goes wrong with your website our team are here to help. We watch and defend your site to minimise risk of downtime and if an attack happens we will act to fix the problem.



Unlimited Fixes

If your site is hacked more than once dont worry! Our team will attempt to fix any and all breaches to your website.



Bug Removal

Do you know if your site has been infected? Our team not only detects bugs but exterminates them!



DDOS Defence

DDOS? Think overwhelming your site. We provide defence for your site to help prevent DDOS attacks.



Firewall Protection

Our service includes a firewall to block fake traffic, botnet & scanners providing extra security for your site.



Core Updates

To prevent common breaches our team updates your plugins, themes & core software.



Site Monitoring

If a bug, breach or attack is coming our team is watching. Majority of the time our team will catch it before you.



Full Reporting

Each month you will get a report detailing what has been completed for your website.



Benefits Package

Our team is at your disposal at a discounted rate. Free SSL certificate also included in your package.

PRICING STRUCTURES

HOW IT WORKS

Our service is designed to be easy for businesses, with that in mind we have two payment options. Our monthly policy breaks down our service into easy to digest bites allowing you to have more cash on hand. Our second option saves you 20% by paying for the year upfront! Depending on your businesses needs we can cater a package to you. Talk to one of our team to get setup today.



QUESTIONS

CALL US:
If you have
any more
questions.

FAQ'S & HOW TO START

WHAT HAPPENS IF I GET HACKED?

Once you start on our plan our team will go into your website and setup and configure defence and monitoring software so that if something looks suspicious or there is a breach we should know about it. If there is a breach our team will most likely already be fixing the issue, if you happen to notice anything you can contact us and we will get to removing the issue straight away.

AM I LOCKED INTO A CONTRACT?

Our plans are setup so we continue to monitor and defend your site, with this in mind we have set the contract period to roll over automatically. However, you are not locked into a long term contract with our monthly plan. If you choose to pay annually you are fully paid for a one year period but are still not locked into any contracts.

ARE THERE ANY CANCELLATION FEES?

There are no cancellation fees on any contracts as long as there hasn't been a breach. If there is a breach on your monthly site plan within the first 6 months there is a one month notice period. If you are on the yearly plan and are needing to get refunded you will get refunded a figure based off how long you have held the policy for minus a month notice period.

HOW DO MY PAYMENTS COME OUT?

Depending on how you setup your plan and if you elected to pay annually or monthly it is slightly different. Payments for the yearly plan are taken once per year and will be paid over the phone due to the larger sum. If you are paying monthly your payment data will have been entered into our payment system and will be debited from your account automatically each month.

IS MY DATA SECURE?

Our payment portals are PCI DSS compliant (Payment Card Industry Data Security Standard) and we use a third party provider to secure your data. We also use HTTPS (Hypertext Transfer Protocol Secure) on our site so any data submitted onto our site either being personal or payment information is all encrypted and secure.

HOW DO I START?

1

CALL / WEBSITE

Visit our website or give our team a call.

2

DETAILS

Follow the steps to get your site setup with us.

3

CONFORMATION

Our team will send you out a confirmation notice. DONE!

CONTACT



info@spotmarketing.com.au



+61 466 497 739



spotmarketing.com.au