

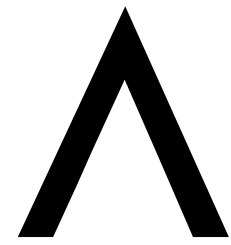
JRI ORTHOPAEDICS

**Web and domain hosting
services & *Service Level
Agreement.***

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AGENCY
healthcare creative specialists



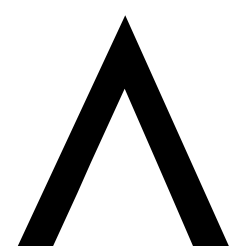


AFTERCARE PROPOSAL FOR JRI ORTHOPAEDICS

INTRODUCTION:

Agency Medical Marketing is committed to providing continuous support and maintenance for JRI Orthopaedics' digital ecosystem, ensuring the seamless operation of your website on both WordPress and Wix/Square Space platforms. This document outlines the aftercare services, service level agreements, and financial terms for both platforms, with specific emphasis on data breach management, reporting, and backup recovery.





SERVICES PROVIDED:

01

Web hosting:

WordPress

- Web hosting and maintenance using a reputable hosting provider.

- **Fee: £400** per annum.

- Managed updates for WordPress core, themes, and plugins.

- Security monitoring and malware protection.

Wix/Square Space

- Web hosting provided directly through Wix/Square Space.

- **Fee: £350** per annum.

- Managed data backups and restores.

- Wix/Square Space-tested OS patching (cyber security/security patches).

02

Technical support:

- Our technical support package is broken into 2 areas; In working hours response time and both in and out of working hours.

- Each support package is based on a retainer model.

- Response time is acknowledgement of an issue, which will include a diagnostic report and a suggested fix, cost and an estimated timeline to fix the issue.

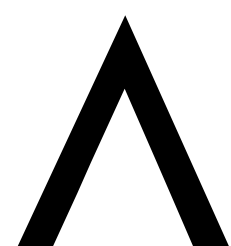
Priority Response in-hours add on

| | |
|---|---------------|
| In-hours priority response monthly retainer | £300* |
| Hourly cost | £150 |
| Guaranteed Priority Response, Work Started Within | 1 working day |

Priority Response both in & out of hours add on

| | |
|---|---------|
| 24/7 priority response monthly retainer | £1000* |
| Hourly cost - in hours | £150 |
| Hourly cost - out of hours | £230 |
| Guaranteed Priority Response, Work Started Within | 2 hours |





SERVICES PROVIDED:

03

Ongoing monitoring and maintenance:

Wordpress

- Daily in hours and out of hours website monitoring for performance and security issues.
- Quarterly server management and maintenance checks.
- Available for any on-page or technical development changes required.
- Budgeted 2 hours per quarter for these changes.
- Fee: **£190 per quarter.**

Wix/Square Space

- Website monitoring and issue reporting.
- Quarterly oversight of server management and maintenance.
- Available for any on-page or technical development changes required.
- Fee: **£110 per hour or £190 per quarter** if paid in annually, allowing for 2 hours work.

04

Patch updates:

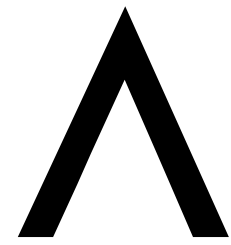
WordPress

- Regular updates to WordPress core, themes, and plugins.
- Weekly patch updates for security vulnerabilities. (This time does come out of the 2 hours per quarter retainer set aside, and does have potential to use this up).
- Emergency patch application within one working day for critical vulnerabilities.
- Fee for monitoring: **£85 per annum.**
- Fee for monitoring: **£285 a year** for uptime monitoring and a 6 hourly malware scan of the website.

Wix/Square Space

- Automatic application of security patches and OS updates as provided by Wix/Square Space.
- Regular monitoring for new patches and updates.
- Immediate application of critical security patches.
- Fee for monitoring: **£85 per annum.**
- Fee for monitoring: **£285 a year** for uptime monitoring and a 6 hourly malware scan of the website.





SERVICE LEVEL AGREEMENT (SLA):

01

Availability and uptime:

WordPress

- 99.95% uptime guaranteed.
- Unlimited bandwidth.

Wix/Square Space

- 99.99% uptime guaranteed.
- Unlimited bandwidth.

02

Support and response times:

Wordpress

- Office hours support: 9am - 5pm, Monday to Friday.
- After-hours support available at an additional cost as shown above.
- Response time within 2 hours during office hours.

Wix/Square Space

- Office hours support: 9am - 5pm, Monday to Friday.
- After-hours support available at an additional cost as shown above.
- Liaison with Wix/Square Space support for server issues guaranteed resolution within 1 hour.

03

Backup and recovery:

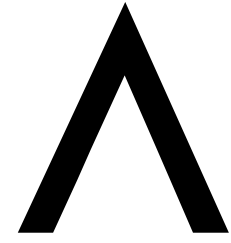
Wordpress

- Daily automated backups.
- Data restoration within one working day. (Retainer model only).

Wix/Square Space

- Managed data backups and restores as per Wix/Square Space SLA within one working day.
- Immediate restoration capabilities.





JRI ORTHOPAEDICS:

Data breach management *and reporting.*

01

Detection and notification:

- Continuous monitoring for security breaches and unauthorised access.
- Immediate notification to JRI Orthopaedics upon detection of a breach.
- Detailed incident report provided within one working day or 2 hours depending on retainer chosen of detection.

02

Response and mitigation:

- Initial assessment and containment of the breach within one working day or 2 hours depending on retainer chosen.
- Identification of compromised data and potential impact.
- Coordination with JRI Orthopaedics' internal teams and external security experts if required.

03

Data breach reporting tools:

- Utilisation of industry-standard tools such as SIEM (Security Information and Event Management) for real-time monitoring and reporting.
- Incident tracking through platforms like Jira or ServiceNow.

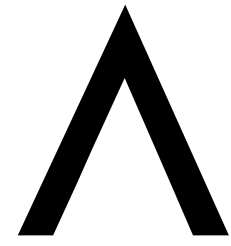
04

Backup and recovery:

- Data restoration from the most recent backup within one working day of breach containment.
- Verification and integrity checks of restored data to ensure no residual vulnerabilities.

PERFORMANCE METRICS AND REPORTING

- Monthly performance and security reports.
- Access to real-time monitoring tools.
- Quarterly review meetings to discuss performance, updates, and any necessary adjustments.



FINANCIAL TERMS AND CONDITIONS:

Payment schedules:

Annual Hosting Fee:

- WordPress: £400 invoiced annually.
- Wix/Square Space: £350 invoiced annually.

Quarterly Maintenance and Support:

- As per tables above.

DevOps Projects:

- Additional projects required, costing over £1,000: 50% upfront, 50% on completion.
- Invoiced upon completion of additional work.

Payment terms:

- Invoice Payment Terms: 30 days.

ADDITIONAL DETAILS:

Migration support:

Wordpress:

- Support for migration between hosts or to new WordPress installations.
- Migration fee based on project scope.

Wix/Square Space:

- Assistance with setting up and migrating content within the Wix/Square Space environment.
- Migration fee based on project scope.

TRAINING AND DOCUMENTATION:

Migration support:

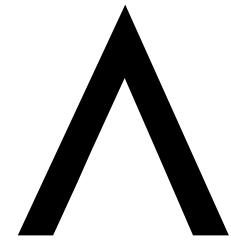
Wordpress:

- Provision of user manuals and training sessions for content management.
- Training sessions billed separately.

Wix/Square Space:

- User guides and tutorials for site management within Wix/Square Space.
- Training sessions billed separately.





CONCLUSION:

Agency Medical Marketing is dedicated to ensuring the continuous performance and security of JRI Orthopaedics' website, regardless of the platform. Our tailored aftercare services for both WordPress and Wix/Square Space provide the flexibility and support needed to maintain a robust digital presence while ensuring comprehensive security measures are in place.

For any queries or additional requirements, please contact us at:

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