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CARE FOR YOUR ONLINE PRESENCE

WEBSITE MAINTENANCE & SUPPORT

Your website is your online shopfront and sets the stage for what you do and how you do it. Making sure your website looks as sleek as the day it was designed and runs as it should is vital to continuing to captivate and convert each visitor and passerby.



WHY AFTER CARE

Your website is not a static asset. It evolves quietly in the background through platform updates, plugin changes, security patches, and performance shifts (whether you are touching it or not).

Without consistent maintenance, even the most considered websites become vulnerable: forms fail silently, updates conflict, performance slows, and small issues compound unnoticed. This service removes that risk. It ensures your website remains stable, secure, and professionally overseen, so you never have to question whether it is working as it should.

As an expert in your own field, I appreciate that your technical skills stretch only so far, and you have better ways of using your time to grow your business without the worry of your website not performing as it should.





CARE PACKAGES

These packages are designed to give you continuity, confidence, and priority care, handled discreetly, with restraint, and with full familiarity of your site.

ESSENTIAL PLAN

Best for: *Small websites with low complexity, such as blogs, portfolios, or simple single-page sites.*

With this support package, we'll run monthly updates to the site and any active plugins, ensuring you are running the latest versions. If there is a major plugin or core update that might break things or require compatibility checks first, we will ensure this is actioned. We'll also undertake a basic check of the site for errors. If there is something broken (and it's not a simple, under-5-minute fix), we'll roll it back to a working version to minimise downtime and get in touch to discuss options.

WHAT'S INCLUDED | MONTHLY

+ WordPress Core Updates
+ Plugin Updates
+ Performance Monitoring & Notifications
+ Daily Website Uptime Monitoring
+ Version Rollback (If Required)
+ Minor text & Image updates

PLUS:

+ Elementor Pro License (£72 p/a value)
+ Crocoblock Licence (If applicable) (up to £199 p/a value)

This package does not include fixes, adjustments, visual changes or uploads.

INVESTMENT: Monthly: £25
Yearly: £270 (Save 10%)

ADVANCED PLAN

Best for: *More complex sites with multiple pages, such as growing businesses with dynamic content whose sites require regular attention and are more critical to generating sales or leads.*

We'll take out all the stress and worry from looking after your website plugin updates, software patches, and security monitoring, as well as dealing with threats or plugin security risks on a monthly basis. Should the site go down during updates or at any other time, we'll provide 15 minutes of fix time to get you back up and running. If it's not fixable within that time, we will roll it back to a previous working version and let you know the options.

WHAT'S INCLUDED | MONTHLY

+ Everything in the Essential Package Plus:
+ 15 Minutes of Fix Time Per Month (Unused time does not roll over)
+ Twice Daily Uptime Monitoring
+ Monthly Performance Optimisation
+ Monthly Security Scans
+ Form Condition & Sender Monitoring

PLUS:

+ Elementor Pro License (£72 p/a value)
+ Crocoblock Licence (If applicable) (up to £199 p/a value)

Any fixes (beyond 15 min) are billed separately, upon authorisation.

INVESTMENT: Monthly: £45
Yearly: £486 (Save 10%)

ECOMMERCE/E-LEARNING PLAN

Best for: E-commerce websites or e-learning platforms where uptime, functionality, and content management are critical. Perfect for stores that need regular product or course updates and optimisations.

In addition to everything in our Advanced package, this package includes 30 minutes of fixes, updates, or changes to your website per month, on a non-rolling basis. This is ideal for updating shipping tables, tweaking front-end templates or adding new product data.

WHAT'S INCLUDED | MONTHLY

+ Everything in the Advanced Package plus:
+ 30 Minutes of Fix/Amend Time Per Month (Unused time does not roll over)
+ E-commerce platform maintenance (WooCommerce updates, product page updates, cart functionality)
+ Support for course or content updates (if applicable)
+ Monthly checkout, cart, and payment page monitoring
+ Same Working Day Response

PLUS:

+ Elementor Pro License (£72 p/a value)
+ Crocoblock Licence (If applicable) (up to £199 p/a value)

Any fixes, amendments or addional features/desgn requests (beyond 30 min) are billed separately, upon authorisation.

INVESTMENT: Monthly: £65
Yearly: £702 (Save 10%)



HOW IT WORKS

This service is reserved exclusively for my clients who have invested in bespoke branding and website design with me. My development team are based in London, UK, to ensure complete familiarity with your site's architecture, intention, and strategic foundations, allowing care to be delivered with precision rather than generic guesswork.
By keeping this service intentionally limited and close to the studio, I'm able to offer continuity, priority oversight, and a level of care that simply isn't possible when stepping into unfamiliar builds or inherited systems.

STEP 1
Select the care plan that aligns with your site's complexity and business needs.

STEP 2
Complete the short onboarding form so we can securely connect and review your website.

STEP 3
Your site enters ongoing care. Updates, monitoring, and protection begin immediately.

There is no long-term contract. You remain in control.
Support can be adjusted as your business evolves.





THANK YOU

Your website should never be a question mark in your business.
This service removes uncertainty, protects your digital investment, and gives you back the mental space to focus on what actually moves the needle.

If you have any questions or would like to enquire about this service, please email

hello@katemale.com