

On-going Support

At WebBox we aim to create strong partnerships with businesses, and more importantly, people. Whether we work with you to build a brand new website, create a fantastic digital marketing campaign or simply help you to support your current site, we want to be there and add value at every step.

A partnership is nothing without communication. One of our core values at WebBox is being “Relentlessly Responsive”, something you will only experience when you’re on board working with us. Then you really see that we talk the talk. We monitor our response times religiously and take this value just as seriously as all of our core values. The team are benchmarked on their response times to support requests and in 2021 the median time for a first response was 38 mins 29 seconds with a ticket completion time of 6 hours 3 minutes. Communication is crucial.

With this in mind, we offer 3 brilliant support options for all of our clients. So if you are an infrequent updater, serious planner or want to invest and grow your online presence then there is an option for you.

Ad-hoc Support Plan

Most of our clients make use of our ad-hoc support plan. This provides you with the greatest level of flexibility, whilst also allowing us to demonstrate our value of being brutally transparent by sharing our timesheets with you.

In essence, you have access to our support team to request any amends or new features. This work will be booked into our schedule, in accordance with our SLA, and you will be provided with a timesheet at the end of each month.

This allows you to lean on our resources, without the need for a minimum monthly usage. At this point, we're viewed as part of your team, so we are happy to help with queries relating to the use of the CMS, or how to develop new features and functions.

Monthly Retainer

If our ad-hoc support plan isn't for you, then we can discuss alternative on-going support packages in order to accommodate your requirements. For example, some organisations prefer to reserve a number of hours per month, so they can define their annual budget. Others prefer to pay annually rather than monthly. We would welcome the opportunity to discuss these with you in order to find the best match for your needs.

Growth Support Plan

If you're looking for a close working partnership that focuses on continuous improvement and growth strategy, then you'll want to take advantage of our Growth Support Plan. Starting at 2 days per month, we set aside an amount of time to constantly seek out new opportunities, improvements, new page layouts, UX audits etc.

If you're dedicated to growing your organisation, learning from data and making regular improvements, then please discuss our Growth Support Plan with us!

What's included?

Regardless of whether you use our ad-hoc support plan, monthly retainer or growth support plan, WebBox will undertake a number of tasks on a regular basis, such as:

- Updating CMS and plugins to maintain security
- Fixes of bugs and issues
- Regular security checks

You can also lean on any of our skills as part of your retainer. Whether that's a UX audit, design changes, new features, Google Analytics review, etc, our support team will be very happy to help you.