



Document overview

This document outlines our pricing for:

- Support and development rates for our people
- Content Management Systems, open source CMS Drupal
- Local Authority/Council LocalGov Drupal CMS
- Learning Management Systems, open source Moodle or Drupal/Opigno
- Customer-relationship management Systems, open source CiviCRM
- Secure cloud hosting based in the UK

These pricing tables will let you work out how much it will cost to use our cloud software, cloud hosting and cloud services.

All prices stated are exclusive of VAT and in GBP.

If you'd like help with pricing calculations for your project, please email William Velasco, Website Express' Sales Director on sales@website-express.co.uk or feel free to telephone 029 2000 4547.

Support & maintenance overview

We provide experienced Drupal, Moodle and CiviCRM support and maintenance services, charged by the day.

This time can be used for maintaining and securing a code base, including any contributed or custom modules, themes and libraries.

Time may also be used for new developments and additional functionality on a website or application.

In addition, we offer design, development and project management services at a day rate, detailed below.

Support pricing

Support Rates	
Item	Daily cost
Creative and interactive content designer	£650
UX designer	£650
Technical project manager	£650
Trainer	£650
Tester	£550
Technical developer	£650
Technical architect	£750
Consultant / Strategist (Director level)	£850

Hosting overview

We provide robust, fully-managed and future-proof hosting solutions.

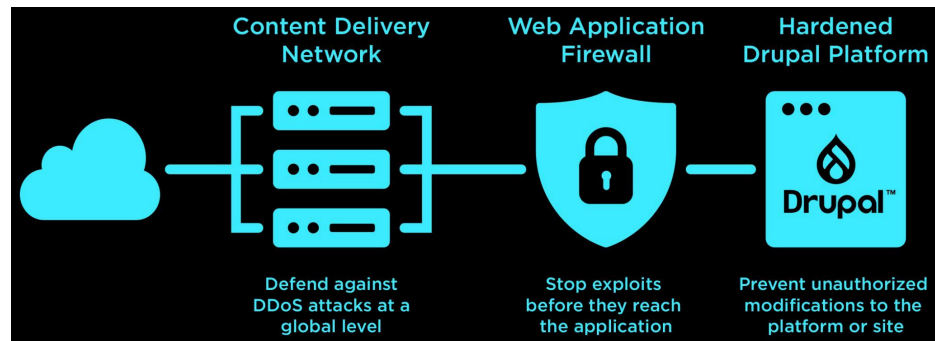
Our advanced, high performance and highly secure hosting platform is combined with a global content delivery network in order to guarantee sites maximum availability, security and performance.

Hosting is charged based on a unit price comprising of set amounts of SSD disk space, binary database space and bandwidth generated per month.

We offer standard cloud-based hosting as well as a full high availability (HA)

service for mission-critical services based on a cloud cluster.

Advanced hosting platform



1 Power SSD unit per month for £550 + VAT

1 power unit includes the following resource usage:

- 5 GB of database SSD+SAS RAID6 binary disk space for LIVE sites
- 15 GB of database SSD+SAS RAID6 binary disk space for DEV sites
- 30 GB disk space for files
- 100 GB of remote backup.
- 1 TB of web in/out traffic generated monthly.

Key features include:

- Accelerated cloud based hosting
- Global content delivery network with DDoS protection
- Daily versioned backups to R1Soft and Amazon S3
- SSH and SFTP encrypted administration
- Apache Solr based search engine

We maintain hourly or daily, remote backups. They include all your files and databases. All backups are versioned and rotated daily, so there is always a daily copy/version of all your files from the last 30 days. Your daily databases backups are additionally stored on the same server and rotated weekly, plus archived in your remote backup, so there are always two separate daily copies of all your databases from the last 30 days available.

Key security features:

- Every-minute uptime/self-healing local monitoring
- Monitored also with Scout and Pingdom.
- Firewall csf/ufw integrated with Nginx abuse guard.
- Automatic, versioned, local and remote daily R1Soft/Idera backups for all databases and files.
- Daily system security updates (OS, web server, database server etc.)
- Security and version upgrades for Aegir Hosting System and pre-configured Aegir Platforms.
- Daily independent Amazon S3 backup for all databases and files

Key performance features are:

- Ability to auto-scale up to 256 GB RAM and 32 CPU Real Threads for short load peaks.
- Dual Gigabit Network Access.

- Fast Redis Cache with DB auto-failover.
- Magic Speed Booster cache with Boost & AdvAgg
- Latest release of MariaDB or Percona and Nginx servers.
- PHP-FPM with APC, phpredis, uploadprogress and ionCube.
- PHP upload/post limit 100 MB.

Further details are available in our business continuity plan.

1 High Availability (HA) Cluster unit per month for £1,800 + VAT

1 High Availability unit includes the same resource units and functionality as above but delivered in a cloud-based cluster with full high availability supported by multiple database and web servers with no single point of failure and the ability to perform system-level updates with zero managed downtime.



- Robust
- Fast
- Reliable 99.999% uptime
- Secure
- Scalable
- UK-based
- Powered by sustainable energy
- 24/7/365 support
- 24/7/365 monitoring
- RPO 1 hour
- RTO 1 hour

Carbon Impact

The environmental impact of web technologies is of increasing concern to both commissioners of web services and suppliers of web products. We use **sustainable energy** data centres based in London to host the products we create and regularly review the carbon impact reports produced by our suppliers.

Hosting pricing

Hosting Rates	
Item	Monthly cost per unit
1 Power SSD unit	£550
1 High Availability (HA) Cluster unit	£1,800

Content delivery network (CDN)

Your site will benefit from our worldwide content delivery network, with each visitor being served from their nearest location:



The CDN offers the following key features:

- DDoS protection - Our enterprise-class DDoS protection network has 20 times more capacity than the largest DDoS attack ever recorded. Operating at the network edge, it protects against all forms of DDoS attacks. The advanced DDoS protection, provisioned as a service at the network edge, matches the sophistication and scale of such threats, and can be used to mitigate DDoS attacks of all forms and sizes including those that target the UDP and ICMP protocols, as well as SYN/ACK, DNS amplification and Layer 7 attacks. Flat-rate DDoS protection is based on Anycast technology and has successfully mitigated attacks bigger than 400Gbps.

- Web Application Firewall (WAF) - Our web application firewall benefits from the collective intelligence of our entire network. When we identify a new threat from one website, we can automatically block it from the other 5.5 million websites on our network. Our enterprise-class web application firewall (WAF) protects your Internet property from common vulnerabilities like SQL injection attacks, cross-site scripting, and cross-site forgery request. Includes OWASP ModSecurity Core Rule Set automatically to protect you against the top vulnerabilities identified by the Open Web Application Security Project (OWASP).
- SSL - SSL (Secure Socket Layer) is the standard security technology for establishing an encrypted link between a web server and a browser. This secure link ensures that all data transferred remains private. It's also called TLS (Transport Layer Security). Millions of websites use SSL encryption everyday to secure connections and keep their customer's data safe from monitoring and tampering. SSL/TLS 1.2 & 1.3 Encryption is supported. The CDN optimises your website's SSL connection to ensure a fast HTTPS experience for your visitors.

Full CDN support is included within both hosting options at no extra cost.

James Forbes Keir

Technical Director