

SERVICE DEFINITION DOCUMENT

Website Support & Maintenance Services

Campbell Consulting

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1. Service Overview

Campbell Consulting provides comprehensive website support and maintenance services for Microsoft .NET applications, specialising in Umbraco, Optimizely, Sitecore, Kentico, and other .NET-based platforms. With 20 years of experience in digital solutions, we ensure your website remains secure, performant, and fully operational.

2. Service Scope

2.1 Technical Support

- Platform updates and security patches
- Bug fixes and technical issue resolution
- Performance monitoring and optimisation
- CMS administration and user support
- Compatibility updates for browsers and devices

2.2 Content Management

- Content updates and modifications
- Image optimisation and media management
- Form management and integration
- User access and permissions management

2.3 Proactive Maintenance

- Regular system backups and disaster recovery planning
- Security scanning and vulnerability assessments
- Database optimisation and cleanup
- Uptime monitoring and alerting
- Analytics and reporting

2.4 Platform-Specific Services

- Umbraco Cloud management and deployments
- Azure hosting configuration and management
- Third-party integration maintenance
- Plugin and module updates

3. Service Levels

Campbell Consulting offers three tiers of support to match your business requirements:

Feature	Basic	Standard	Premium
Monthly Hours	5 hours	15 hours	30 hours
Technical Support	Email only	Email + Portal	Email, Phone, Portal
Response Time	Next business day	4 hours	2 hours
Account Manager	—	✓	✓
Proactive Monitoring	—	✓	✓
Monthly Reports	✓	✓	✓
Quarterly Reviews	—	✓	✓
Emergency Support	—	—	24/7 Critical

4. Response and Resolution Times

Priority	Basic	Standard	Premium
Critical	4 hours	2 hours	1 hour
High	8 hours	4 hours	2 hours
Medium	1 business day	8 hours	4 hours
Low	3 business days	2 business days	1 business day

Priority Definitions:

- **Critical:** Complete site outage or major functionality failure affecting all users
- **High:** Significant functionality impaired, affecting multiple users or core business operations
- **Medium:** Non-critical functionality affected, workaround available
- **Low:** Minor issues, cosmetic problems, or enhancement requests

5. Monthly Allocated Hours

Each support tier includes dedicated development hours for ongoing improvements, content updates, and minor enhancements:

Support Tier	Monthly Hours	Typical Usage
Basic	5 hours	Small sites, minimal updates
Standard	15 hours	Medium sites, regular updates
Premium	30 hours	Large sites, continuous development

Unused hours expire at the end of each month. Additional hours can be purchased as needed at the agreed hourly rate. Major development projects are quoted separately.

6. Technical Account Management

All Standard and Premium support clients are assigned a dedicated Technical Account Manager who serves as your primary point of contact.

6.1 Account Manager Responsibilities

- Coordinate all support requests and development work
- Provide strategic guidance on platform optimisation
- Conduct regular service reviews and planning sessions

- Monitor platform health and proactively identify improvements
- Ensure continuity of knowledge about your business and systems

7. Communication Channels

- **Email Support:** 9am-5:30pm GMT, Monday-Friday
- **Phone Support:** 02035764865
- **Support Portal:** Dedicated ticketing system for request tracking
- **Emergency Contact:** Out-of-hours critical issue escalation

8. Service Exclusions

The following services are not included in standard support agreements and will be quoted separately:

- Major platform upgrades or migrations
- Complete website redesigns or rebranding
- New feature development exceeding allocated hours
- Third-party plugin or service costs
- SEO and digital marketing services
- Training and workshops
- Issues caused by client modifications or third-party interference

9. Reporting and Documentation

9.1 Monthly Reports

All clients receive comprehensive monthly reports including:

- Summary of all support requests and resolutions
- Hours utilised versus allocated hours
- System uptime and performance metrics
- Security updates and patches applied
- Recommendations for improvements

9.2 Quarterly Reviews

Standard and Premium clients receive quarterly business reviews with their Technical Account Manager to discuss platform performance, upcoming needs, and strategic planning.

10. Pricing Structure

Support Tier	Monthly Fee	Annual Fee (10% discount)
Basic	£300	£3240
Standard	£900	£9720
Premium	£1800	£19440

Payment Terms: Monthly invoicing in advance. Annual contracts receive a 10% discount.

Additional Hours: Available on request for all tiers when monthly allocation is exhausted.

11. Contract Terms

- **Minimum Term:** 3 months for Basic, 6 months for Standard, 12 months for Premium
- **Renewal:** Automatic renewal on anniversary date unless 30 days notice provided
- **Upgrades:** Available at any time, effective from next billing cycle
- **Downgrades:** Permitted at contract renewal only

12. Service Level Agreement

12.1 Uptime Guarantee

Campbell Consulting guarantees 99.9% uptime for all hosted platforms (excluding scheduled maintenance windows). This equates to a maximum of 43 minutes of unplanned downtime per month.

12.2 Planned Maintenance

Scheduled maintenance is performed during agreed maintenance windows, typically outside business hours. Clients receive 72 hours advance notice for all planned maintenance activities.

12.3 Service Credits

If we fail to meet the uptime guarantee, clients are entitled to service credits equal to 10% of the monthly fee for each hour of downtime beyond the guaranteed threshold.

13. Getting Started

13.1 Onboarding Process

1. Initial consultation to assess current platform and requirements
2. Technical audit and documentation review
3. Setup of monitoring, backup, and support systems
4. Handover meeting with Technical Account Manager
5. Transition of any existing tickets or ongoing work

13.2 Transition Timeline

Most clients are fully onboarded within 2 weeks of contract signing. Complex platforms may require up to 4 weeks for complete transition.

14. Contact Information

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