

The background features several large, 3D-style geometric shapes. On the left, a large teal shape points towards the center. In the upper middle, a purple shape sits on a lime green base. To the right, another teal shape is partially visible. In the bottom right corner, a large teal shape curves into the frame. All shapes have a slight shadow, giving them a three-dimensional appearance.

C I V I C

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WordPress
UK-based, Cloud,
Fully Managed
SaaS Pricing

WordPress UK-based, Cloud, Fully Managed SaaS Pricing

Prices shown exclusive of VAT

Features	Baseline	Standard	Premium
Period	12 Months	12 Months	12 Months
Hosted fully managed	Included	Included	Included
Account manager	Included	Included	Included
Support ticketing system	Included	Included	Included
DNS configuration requests	Included	Included	Included
Email configuration requests	Included	Included	Included
Application configuration requests	Included	Included	Included
Storage	5 GB	10 GB	20 GB
Disaster recovery	Included	Included	Included
Daily backups, help for 90 days	Included	Included	Included
Backup-file restore on request		Included	Included
CRON tasks/scheduled events		Included	Included
Response time	4 working hours	2 working hours	1 working hour
Cost/month ex VAT	£ 200	£ 500	£ 1,000

Onboarding costs (one time costs)

Prices shown exclusive of VAT

Features	Baseline	Standard	Premium
Onboarding	£1,400	£2,100	£2,800

Maintenance

Full details of the service are included in our service definition document

Security Updates

All security alerts are taken under consideration instantly. Depending on the severity of the security alert under consideration, the corresponding plugins and core updates are scheduled and applied within 24 hours from release.

CIVIC follows the Development - Staging - Production (DSP) model during WordPress website security updates. WordPress core/plugins updates including bug fixes/new features are also regularly released. We offer a bi-weekly update policy to install non-security core/contributed modules updates cumulatively.

Infrastructure Updates

All infrastructure updates are applied on a weekly basis and include operating system updates, database updates, web server updates.

Maintenance costs

Prices shown exclusive of VAT

Features	Baseline	Standard	Premium
Maintenance*	1-2 man days/month	2-4 man days/month	4-10 man days/month

* the exact maintenance time required depends on the complexity of your website.

Contact

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