

KIKO

SOLUTIONS



**We protect your
business online,
so you can focus
on running it.**

Your website is more than just a brochure; it is a business asset. In an era of increasing cyber threats, automated bots, and software updates, "set it and forget it" is no longer a safe strategy.

We don't just "host" websites. We act as your external IT department, ensuring your digital presence is secure, backed up, and running at peak performance 24/7.

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Website Care & Digital Security Plans

Essentials Plan (£45/mo)

- ✓ Managed UK Hosting
- ✓ Weekly Backups
- ✓ Firewall & SSL
- ✓ Core & Plugin updates
- ✓ Email Support (48hr)
- ✓ Pay as you go edits
- ✓ 3 Email accounts (1GB)

Professional Plan (£95/mo)

Recommended

- ✓ Managed UK Hosting
- ✓ Daily Backups
- ✓ Malware scanning
- ✓ All Updates
- ✓ Priority Email (24hr)
- ✓ 30 mins content edits
- ✓ 10 Accounts (5GB)
- ✓ GWS Basic User Admin

Partner Plan (£250/mo)

- ✓ Managed UK Hosting
- ✓ 4hr Backups
- ✓ Malware & Audits
- ✓ Updates & Testing
- ✓ Tel/WhatsApp support
- ✓ 60 mins content edits
- ✓ Unlimited emails
- ✓ GWS Full Admin Support
- ✓ 30 mins Teams Support

Multi-Site & Secondary Licenses

Do you have multiple websites?

We offer a "Multi-Site Maintenance License" for your secondary domains.

If you have additional microsites or project domains, we will secure, patch, and back them up for just £25 per site/month. (Note: This license is for security only and does not include content edits or helpdesk support).

FAQs

Q: My business is unique. Can we build a tailored plan?

A: Absolutely. While our standard tiers cover 90% of business needs, we know that some companies have specific requirements—such as high-frequency database backups, complex AppSheet integrations, or heavy e-commerce traffic. We can build a Bespoke Enterprise Plan for you. These custom plans start from the baseline of our 'Professional' tier to ensure security, with specific add-ons tailored to your infrastructure. Let's book a call to scope out exactly what you need.

Q: Do I really need "maintenance" if my site is working fine?

A: Think of your website like a car. You can drive it for years without a service, but eventually, the oil runs dry, the engine seizes, or the brakes fail. Software (WordPress, Plugins, PHP) is constantly updated to fix security holes. If you don't apply these patches, your site becomes a target for hackers. Our plans ensure the "engine" is oiled and the "locks" are changed regularly so you never break down.

Q: What happens if I go over my 30 minutes of support time?

A: We believe in fair play. We won't stop working the second the clock ticks over, but if a task looks like it will significantly exceed your monthly allowance, we will pause and let you know. You can then decide if you want to purchase a "Support Pack" for the extra time or wait until next month. We will never send you a surprise bill for work you didn't approve.

Q: Do you host email accounts?

A: Yes. Our plans include standard email hosting (see table for limits). Please Note: Our support covers ensuring the server is sending/receiving mail correctly. We do not provide IT support for configuring individual devices. We provide settings guides for you to follow, but hands-on device setup is billable at our standard hourly rate.

Q: Does this cover my email (Google Workspace/Outlook)?

A: Essentials Plan: No, this covers website hosting only.

Professional Plan: We help with "User Management"—meaning if you need a new staff email created or a password reset in Google Workspace, we handle that for you.

Partner Plan: We act as your deeper Admin support for Google Workspace configuration. (Note: The monthly license fees you pay to Google/Microsoft are separate from our management fee).

Q: Can I carry over unused time to the next month?

A: Yes! On the Professional and Partner plans, unused support time rolls over for up to 3 months. This is perfect if you have a quiet period followed by a busy month where you need lots of updates. After 3 months, unused time expires to keep our schedule manageable.

Q: Can I pay annually instead of monthly?

A: Yes. If you prefer to minimize admin, you can pay for 12 months upfront. As a thank you, we offer one month free (pay for 11, get 12) on annual plans.

Q: What if I want to cancel?

A: We don't believe in holding clients hostage. You can cancel your Care Plan with 30 days' written notice. We will provide you with a full backup of your site and database so you can migrate to a new host. Please note: Once cancelled, premium software licenses (like security plugins) provided by us will be deactivated.

Q: How do I pay?"

Answer: To ensure uninterrupted service, all plans are billed monthly via Direct Debit. We will send you a secure link to set this up alongside your Service Agreement.