

MANAGED WORDPRESS HOSTING

To ensure optimal website performance and longevity, CDI recommends and uses WordPress themes and plugins which are widely accepted by the WordPress community and regularly updated by developers.

We provide a range of training services for WordPress and WooCommerce, including in-person, Zoom and video modules, depending on your needs and the complexity of your website. Additionally, if the site is hosted by Custom Direct, our managed services can include the WordPress 101 video tutorial series, which is accessed directly from the ADMIN side of your website. The series walks the user through many of the most frequently used tasks and skills users need to know - available 24/7/365 for continued viewing.

Cloud Hosting

- **Flexibility, Scalability and Cost-Effectiveness:** Resource can be scaled up or scaled down accordingly, making it more flexible and, therefore, more cost-effective.
- **Reliability:** Cloud servers are vastly more reliable than traditional servers. Due to the number of available servers, if there are problems with some, the resource will be shifted so that clients are unaffected. Cloud servers offer more redundancy – if one server fails, others will take its place.
- **Server Monitoring:** WP Engine is constantly monitoring their global servers and adjust as needed so you get strong uptime and backups if any servers go down.
- **WP Engine Uptime:** WP Engine guarantees no less than 99.95% site uptime. They invest in infrastructure, technology and techniques striving for 100% uptime. When there is the slightest blip of downtime, WP Engine is immediately working to bring you back online, and then make improvements for the next time.
- **Automatic Core Updates:** WP Engine internally tests and then automatically updates sites when a new security or maintenance version of WordPress core is released to keep you up to date.
- **Backups on WP Engine:** Backups run automatically each night and can also be manually initiated at any time (also one-click staging). These backups contain all of the WordPress core files, your themes and plugins, and database. We can restore older versions of your site in the event of data loss or improper content. In addition to auto backups, sites are backed up offsite every 24 hours!

CDI Service Levels

Should CDI Hosting Client detect a problem, that isn't already detected and fixed by CDI or WP Engine, CDI Hosting Client can contact CDI during normal business hours of 8:30 am to 5:00 pm, Monday through Friday, excluding holidays. CDI's response time is near to immediate, based on the following guidelines:

- If there is broken functionality on the website, CDI will address and respond to the issue immediately upon notification, during normal business hours.
- If a problem is not functionality related, CDI will schedule the correction into our daily/weekly work schedule. CDI will provide an estimate of the time/cost to address the issue prior to undertaking any work.
- If the problem is caused by a system or plugin update error, determined to be caused by client interaction, CDI will restore the website to a previous backup.

CDI's managed hosting services do not include ongoing support for updating or addition of new design, content to the website, beyond what is provided in our In-person/video WordPress Training. Any post-training support provided by CDI is subject to our hourly rate.

WEBSITE TECH SUPPORT, HOSTING AND TRAINING

Custom Direct will host the website, perform regular maintenance, monitoring, security updates and performance enhancements. We'll also be available for ongoing support to address any technical service-level related issues quickly and efficiently.*			
PROFESSIONALLY MANAGED WORDPRESS HOSTING LEVELS	PRO	PREMIUM	eComm
Managed WordPress Hosting	✓	✓	✓
Premium web hosting that's optimized and finely tuned for WordPress. Management includes timely and accurate updating of WordPress System software as needed.	1X per month	Up to 4X per month	8X per month or as needed
Theme & Plugin Management	✓	✓	✓
We keep your website finely tuned by ensuring your plugins are kept up to date and your theme is proactively maintained.	1X per month	Up to 4X per month	8X per month or as needed
Bulletproof Security	✓	✓	✓
You can sleep easy at night knowing that your website is hacker-proof with enhanced WordPress security and 24/7 monitoring.			
Unparalleled Speed	✓	✓	✓
WP Engine is optimized and finely-tuned for WordPress, making your website extremely fast. Fast is an understatement.			
Daily Website Backups	✓	✓	✓
In the unfortunate event that things go wrong, rest assured that your website is backed up daily. You've got a safety net.			
24/7 Uptime Monitoring	X	✓	✓
Not only will you receive an instant alert if your site ever goes offline, but we'll immediately take care of any emergency for you.			
One Click Staging	X	✓	✓
Copy your site with a single click to a staging area, where we can safely test new content or plugins, or experiment worry free before going 'live.'			
Let's Encrypt SSL Certificate – as part of service level	X	✓	✓
HTTPS protects the integrity of your website: helps prevent intruders from tampering with the communications between your websites and your users' browsers. Secure Sockets Layer [SSL] is the technology that encrypts your connection to a website, so hackers can't intercept any of your data.			
WordPress Video Training	X	X	✓
The WordPress 101 tutorial series will teach anyone how to manage your website in about an hour! Always up-to-date. Guaranteed!			

***Website Tech Support does NOT include content development, posting or management and is limited to technical site integrity and stability issues only.**