WordPress Website Maintenance: Care & Performance

Secure, agile, and transparent web infrastructure.
Your website is a critical business tool, not a static brochure. Unlike standard digital agency models, CJWEB offers a maintenance framework built for speed, security, and absolute ownership. We provide the infrastructure of a large agency with the agility of a dedicated technical partner.

Feature / Service	Managed Hosting	Active Maintenance	Priority Partner
Ideal for	Basic business sites and DIY changes.	Companies needing security & monthly content tweaks.	Firms requiring rapid response & active development.
Monthly (inc GST)	**$88 /month**	**$495 /month**	**$1,210 /month**
Annually, inc GST (save 10%)	**$950 /year**	**$5,350 /year**	**$12,950 /year**
Hosting & Infrastructure			
High-performance cloud hosting	Standard	Performance	Enterprise
SSL certificate renewal (auto)	✅ Included	✅ Included	✅ Included
Daily off-site backups	✅ Included	✅ Included	✅ Included
Security & Updates			
WordPress core & plugin updates	Automatic core only	**Manual review** (quarterly)	**Manual review** (monthly)
PHP / MySQL server updates	Yearly	Bi-Annual	Quarterly
Uptime monitoring & alerts (1min pings)	❌	✅ Included	✅ Included
Security scans & malware defense	Basic	Advanced	Advanced + audit
Support & Development			
Included development hours	**0 Hours**	**2 Hours /month**	**6 Hours /month**
Value of included hours	*$0*	*$352 value*	*$1,056 value*
Hourly rate (overages)	Standard ($176 /hour)	Standard ($176 /hour)	**-10% Discount** ($158 /hour)
Response time SLA	Standard (24hr)	Priority (same day)	**Urgent (expedited)**
Reporting & Access			
Full code / admin access	✅ Yes	✅ Yes	✅ Yes
Maintenance report	❌	Monthly email PDF	Monthly detailed PDF

The CJWEB Difference

Data Sovereignty & Full Access

We believe you should own your digital assets. Unlike agencies that restrict access, CJWEB provides you with full administrative rights to your CMS, hosting environment, and code repositories. You are never locked in; we believe in earning your continued business through high-quality support, rather than restrictive contracts.

Direct Expert Access

In high-stakes industries, communication delays are a liability. We eliminate the "Account Manager" layer. When you request a change, you are communicating directly with the senior developer executing the work. This results in faster turnaround times, higher accuracy in execution, and immediate responses to critical issues.

Proactive Security & Performance

We do not believe in "set and forget" hosting. Your environment is actively monitored for uptime, performance bottlenecks, and security vulnerabilities. Software updates are manually reviewed - not blindly automated - to ensure plugin updates don’t break your site’s functionality or user experience.

Service Clarifications

Understanding “Included development Hours”

The Active Maintenance and Priority Partner tiers include a set number of development hours per month.

- **Purpose:** These hours are designed to remove administrative friction. You do not need to raise a Purchase Order for minor content edits, image swaps, or SEO tweaks.
- **Usage:** Simply email your request, and it is executed against your monthly allowance.
- **Rollover:** Unused hours do not roll over; they are reserved capacity that ensures availability.

Infrastructure Standards

- **Hosting:** High-performance cloud architecture optimized for WordPress (Sydney data centre with global edge caching).
- **Backups:** Nightly encrypted off-site backups with a 30-day retention policy.
- **Updates:** On Active Maintenance and Priority Partner, WordPress core and plugin updates are tested in a staging environment before deployment to production.

Next Steps

To initiate the **FREE** migration of your site to the CJWEB infrastructure, please select your preferred tier. We handle the entire migration process (DNS transfer, file migration, and SSL setup) with minimal downtime.
Note: Admin access required.