WebManics

Service Level Agreement (SLA)

Service Overview

Our Service Level Agreements (SLAs) provide dedicated support for HubSpot or WordPress, ensuring peace of mind with ongoing assistance tailored to your platform.

Each month, you'll receive a set number of hours based on your chosen plan, offering expert support to address essential needs—whether it's troubleshooting technical issues, applying updates, customizing features, or optimizing performance. These SLAs are designed to keep your systems running smoothly, so you can focus on growing your business while we handle the technical details.

Duration & Commitment

Our Service Level Agreement (SLA) provides flexible support over a set period, tailored to meet the specific requirements of your business. Each month, you'll have access to a dedicated allocation of hours, enabling you to address routine maintenance, troubleshoot issues, apply updates, or make customizations as needed. This commitment ensures that your platform runs smoothly, with expert assistance ready to adapt to both regular tasks and urgent priorities, helping you stay focused on your core business objectives.

We understand the ever-changing nature of business operations, which is why all our SLA agreements allow for unused hours to roll over if you're unable to use the full allocation within a given month. Additionally, we provide proactive recommendations on how and where SLA hours can best be utilized, ensuring that you maximize the value of our support services.

Platform-Specific Support

Our SLAs are tailored to provide expert development support specifically for HubSpot or WordPress, ensuring that each platform's unique needs are met.

For HubSpot, this includes support for any development needs, marketing automation, custom integrations, and optimization to enhance lead generation and customer management.

For WordPress, our support covers theme customization, plugin management, security updates, and performance enhancements, keeping your site running smoothly and securely.

With deep knowledge of both platforms, our team is equipped to handle platform-specific challenges, allowing you to focus on business growth without technical interruptions.

Benefits & Value

Our Service Level Agreements (SLAs) provide ongoing, reliable support that allows you to focus on your business while we manage the technical complexities. With a dedicated monthly allocation of hours, our SLAs are designed to offer proactive maintenance, minimizing downtime and enhancing the performance of your HubSpot or WordPress platform. This flexibility allows you to use support hours as needed—whether for addressing urgent issues or implementing planned enhancements. By partnering with us, you gain peace of mind, knowing that your platform is in expert hands, optimized for reliability and growth.

Transparency in Time Usage

We believe in full transparency when it comes to the support hours included in your SLA. Each month, you'll receive a detailed report outlining how your hours were utilized, from routine maintenance to specific tasks and any troubleshooting performed. This clear breakdown ensures you have complete visibility into the value delivered and allows you to plan for future needs effectively. Our commitment to transparency means you're always informed and in control of how your SLA hours are spent.

Here's how our process works:

1. **Purchase & checkout**: When purchasing an SLA, simply input your website URL and select the platform you need support for (WordPress or HubSpot) at checkout.

2. **Submit your request(s)**: After completing your purchase, email _support@webmanics.com_ with your order number and a brief description of the support needed (e.g., 'bug in mobile view').

3. **Assessment & estimate**: Our team will review your request and provide an estimated time required for completion, ensuring you're fully aware of SLA usage.

4. **Approval & task completion**: Upon your approval, we'll promptly begin working on the requested task to ensure timely resolution.

5. **Ongoing transparency**: We document all tasks, along with estimated and actual durations, giving you complete visibility into how SLA hours are utilized.

Response Times

When a ticket is submitted, we'll respond within one business day to confirm receipt and provide a timeline for completion.

Support

If you have any questions about our services, support, or any issues, please don't hesitate to reach out to us at *support@webmanics.com*.

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