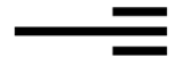


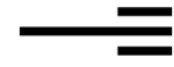
BIGFORK



WEBSITE SUPPORT
SERVICE



HOW CAN WE SUPPORT YOUR WEBSITE?



WHY DO YOU NEED WEBSITE SUPPORT?

Websites aren't static, they need constant improvement to meet the needs of your customers and beat the competition.

Without maintenance your website will quickly start to go out of date. And you may get behind on updates leaving your website open to troublesome bugs and security problems.

Of course all of this takes time. So many of our clients trust us to keep on top of their website for them, meaning they benefit from our expertise and don't need to rely on in-house resources.



WHY CHOOSE BIGFORK FOR WEBSITE SUPPORT?

- Access to our support, design, development, and marketing expertise to continuously improve your website.
- Priority response to any website issues.
- Maintenance to keep your website secure and up to date.
- Regular meetings with your Bigfork project team, and a dashboard to track all work.
- We specialise in supporting WordPress, Silverstripe, and Statamic.



FIVE STAR GOOGLE REVIEWS



89

**NET
PROMOTER
SCORE**



THE ONGOING SUPPORT YOU NEED

- Maintenance
- Design
- Development
- Monitoring

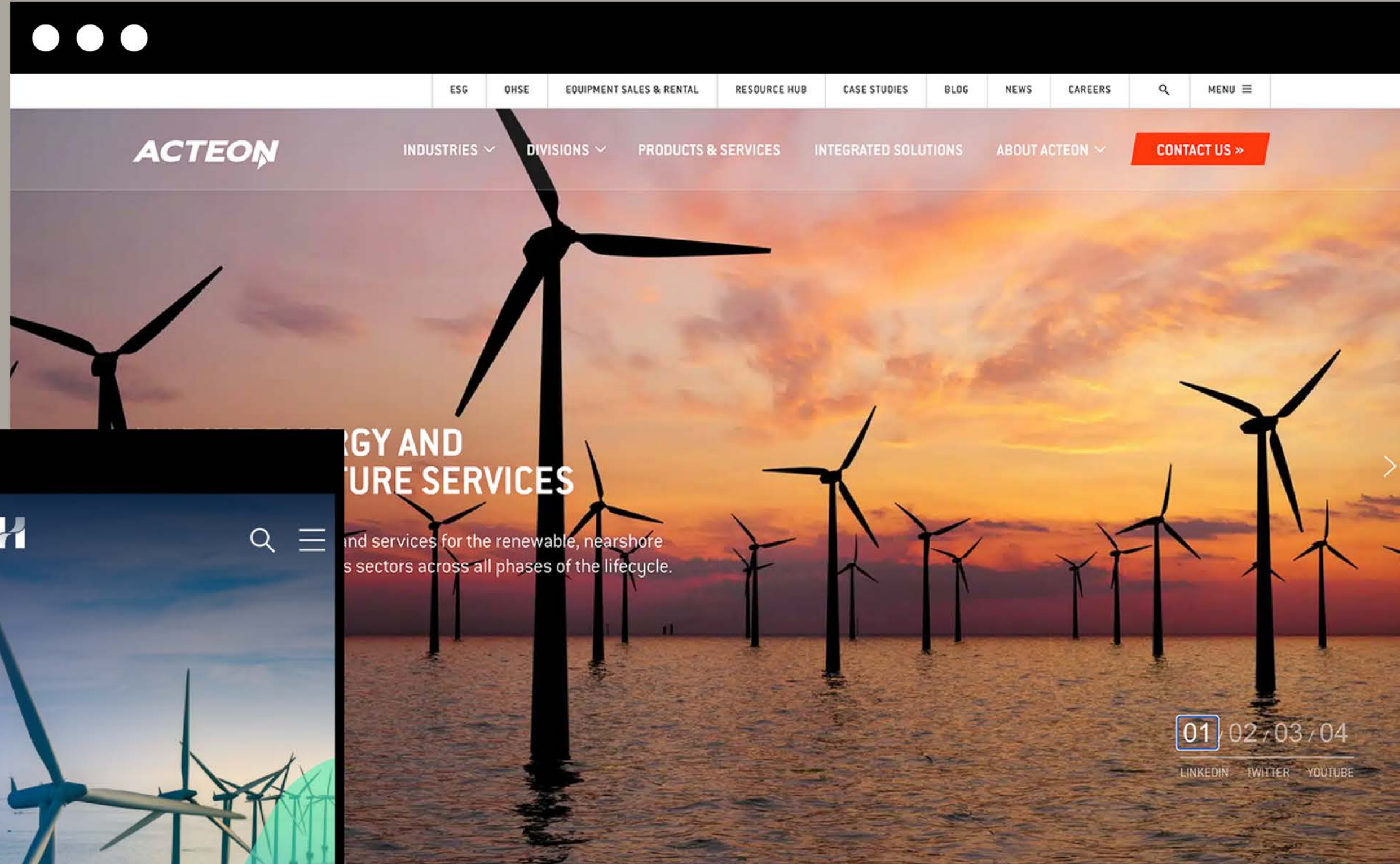


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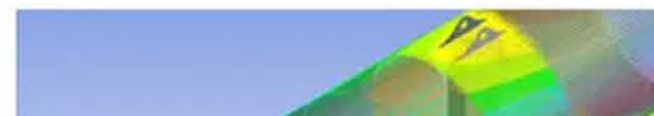
ACTEON GROUP

Full website design and development support for Acteon and 2H Offshore websites.



BIGFORK

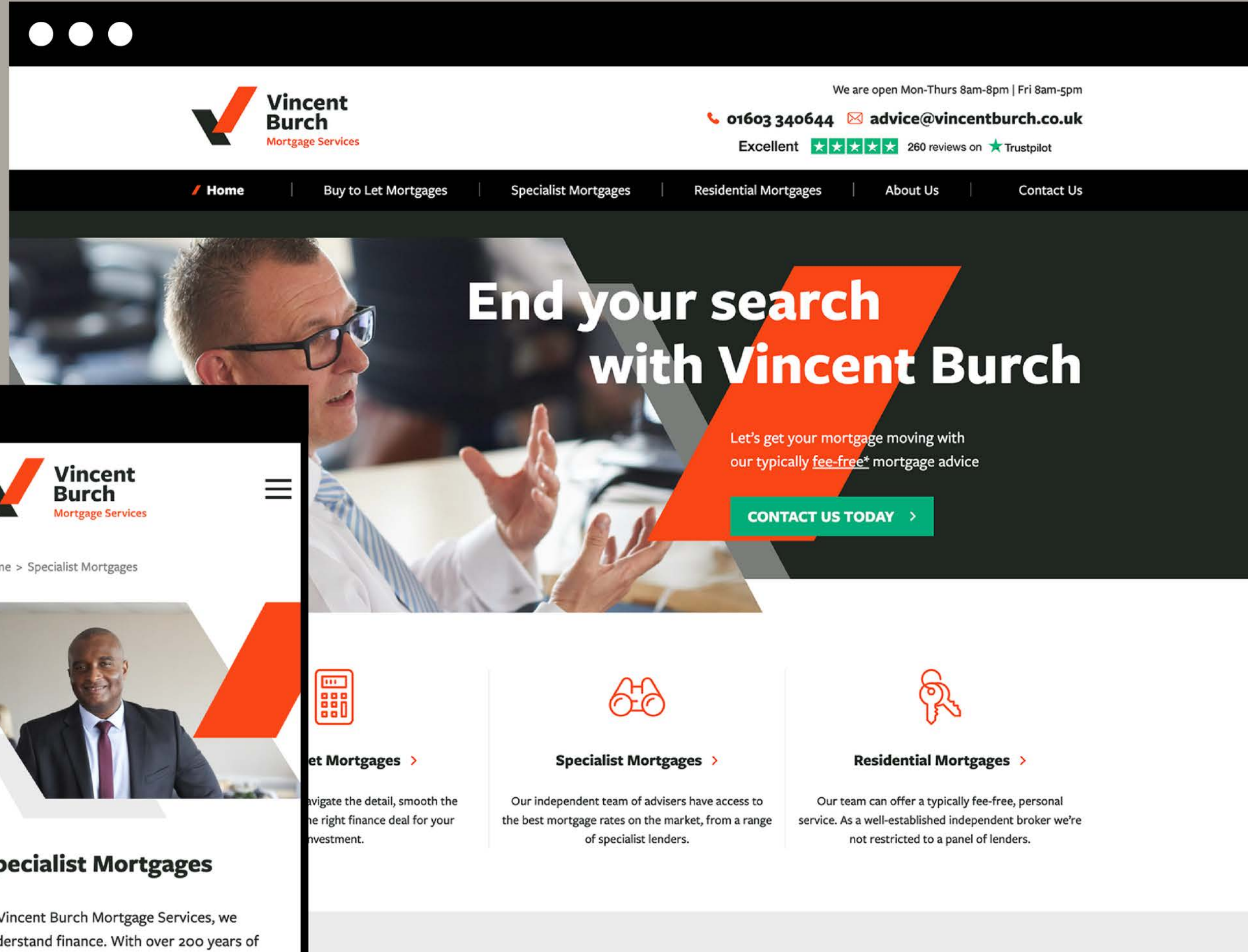
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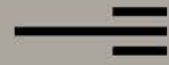


VINCENT BURCH

Plugin updates, security patches, and providing support and bug fixes for Vincent Burch's WordPress CMS.



BIGFORK



SNAP-ON VEHICLE COVERAGE GUIDE

Support and bespoke development for continuous improvement of five regional coverage guide websites.

BIGFORK

Home What's New Coverage Search Platform Accessories

DIAGNOSTIC S SOFTWARE

COVERAGE GUIDE

SEE WHAT'S NEW

FALL 2023: DIAGNOSTIC SOFTWARE: MAKE FASTER WORK OF EVERY AUTOMOTIVE MYSTERY

Snap-on is in touch with your needs. We develop revolutionary car diagnostics products and repair information solutions to repeatedly redefine car diagnostics.

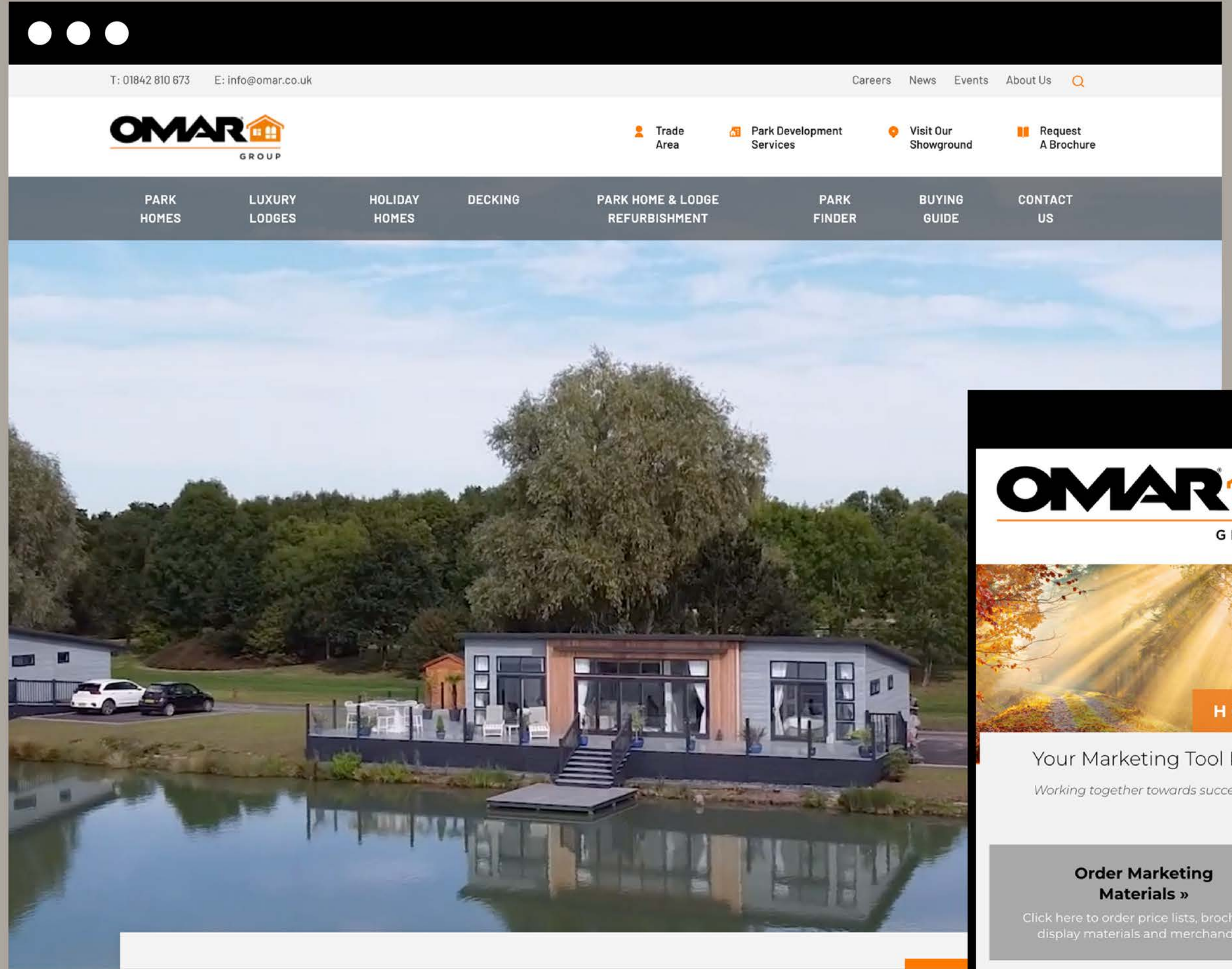
A Snap-on® diagnostic tool is always ready to serve with unparalleled general and collision repair coverage. For over 40 years Snap-on® has been dialed into your needs with industry- leading diagnostic products to solve the mysteries that pull into your bay.

COVERAGE SEARCH



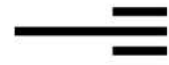
OMAR GROUP

Technical support, updates, and ongoing development for the main Omar Group website, as well as their marketing and staff portals.



BIGFORK

The banner features the Omar Group logo at the top. Below it is a photograph of a sunlit forest path with autumn foliage. An orange button with the word 'HOME' is positioned in the bottom right corner of the image. Below the image, the text reads 'Your Marketing Tool Kit' followed by the tagline 'Working together towards success...'. At the bottom, there is a grey button with the text 'Order Marketing Materials »' and a link description: 'Click here to order price lists, brochures, display materials and merchandise'.



WHO ARE BIGFORK?

We help B2B organisations streamline operations, accelerate growth, engage audiences, and position their brand above the competition with bespoke websites.

Bigfork are a small team of experts, with a big network of trusted specialists.



Mark Ellaway
Digital Marketing
Director



Colin Richardson
Digital Design
Director



Amy Culham
Digital Marketing
Manager



Loz Calver
Senior Developer



Kris Coidan
Web Developer



SUPPORT PACKAGES

Activity	Essentials	Enhanced	Premium
Service level agreement	✓	✓	✓
Critical security updates	✓	✓	✓
Bug-fix response time	72 hours	48 hours	24 hours
Platform and plugin updates	Every other month	Monthly	Monthly
CMS support (phone / email)	1 hour per month	2 hours per month	2 hours per month
Activity log	✓	✓	✓
Ticketing system	-	1 user	2 users
Meetings	Monthly	Monthly	Weekly
Included design / dev time	4 hours per month	10 hours per month	20 hours per month
Uptime monitoring	-	✓	✓
Monthly fee from	£650	£1,390	£2,660

We can provide custom support packages that match what your business needs.

Support fees are for a minimum of 3 months. After that, one months notice is required by either side.

BIGFORK



READY TO GET STARTED?

We can serve up the website support you need.
Give us the go ahead and we'll get cracking.

Mark Ellaway
Digital Marketing Director

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