

# NONPROFITS DO MORE, BETTER WITH A WANNA PIXEL SLA

## why you need a service level agreement

The core purpose of a Service Level Agreement (SLA) is to ensure that your technology environment experiences as little downtime as possible. Everything else revolves around this goal.

**Preventative maintenance** is a key part of ensuring maximum uptime. For example, a Wanna Pixel SLA includes daily backups of your data, monthly security audits, and maintenance of your software by applying critical security updates. This is the basis for creating a **stable** and **secure** environment. You can also request additional platform and module updates at any time as offered by your specific support package.

Sometimes, despite our best efforts, an issue arises that causes catastrophic failure of your technology environment, such as your system being attacked by a malicious virus. An SLA helps you to prevent these incidents from happening and, in the event that they do, we provide an **emergency response**, quickly recovering your technology environment from backups and even moving to another technology environment if necessary. This greatly reduces the impact such an experience would have on your organization.

## our sla package components

Our SLA Packages allow you to have all your site needs met in one budgetable monthly payment. All SLA Packages are tailored to the size and needs of your organization and include three main components: Services, Subscriptions, and Support. By letting us handle the technology side of your organization you can stay focused on what really matters--*strengthening your relationships to expand your impact!*

### Services

Services include backups, security audits, preventative maintenance, and monthly reports. The goal is to keep your site secure and to keep you informed of your site's status.

## Subscriptions

Subscriptions include a virtual private server to ensure that your site has maximum resources and performs well, a staging environment which allows secure testing of site bugs and fixes, and an email sending framework that can handle all your site messaging and email blasts. *The goal is to give you the power and tools you need to impact the world.*

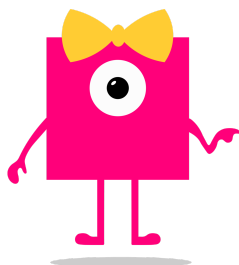
## Support

Say “goodbye” to system bugs and staff frustration with our new two-level support! You can even get help with adding new site features without a separate development contract! The goal is to meet both your day to day and your long term needs for site functionality and useability.

- **Tier 1** support focuses on staff training, workflow documentation, admin configuration, login assistance, bug troubleshooting, and other day to day needs, and provides you with a certain number of support tickets to be used each month as needed. Tier 1 requests are generally defined as requests that can be handled through the UI by a Tier 1 tech in 30 minutes or less.
- **Tier 2** support focuses on software updates, feature modifications, and advanced bug fixes, and provides you with flexible support hours that can be used throughout the year. Tier 2 requests are generally defined as any request that requires the services of a developer to implement or resolve. Tier 2 request time is logged against the annual hours that your support package provides and becomes available on a prorated basis as the monthly payments are made.

## Find out you need more than your current support package can deliver?

No problem. With an active support agreement you also get the option to buy **On Demand Development Blocks** at a 20% discount! This ten-hour block of time can be used to cover any projects or support needs that fall outside of your regular support package. Each development block is good for twelve months from the date of purchase.



we make  
**your time**  
more valuable

## our sla package options

We have a variety of SLA package options for **small, medium, and large** orgs as listed below. We can also tailor any package to meet your unique organizational needs.

## Small Org SLA Package (1-4 users) services

All support packages include the following:

- Website & Hosting Security Audits (monthly)
- Application of critical security patches
- Daily and Weekly Website Backups
- Emergency recovery for “site down” status
- Hardening of site and server access from outside networks
- Active monitoring of DDOS or Brute Force attacks
- Monthly report of services performed and security status
- FREE access to the CiviCRM Training library

## subscriptions

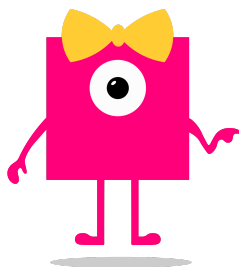
All support packages include the following:

(Individual items can be modified to meet your unique needs.)

- **Hosting:** Performance VPS (4GB RAM, 96GB SSD, 4000 Mbps) - \$99
- **Staging environment for testing and development:** FREE with hosting
- **SSL Certificate:** FREE with hosting
- **SMTP Email Sending Framework:** up to 50,000 per month - \$39

Optional Add-ons

- **Secondary Staging Environment.** (For your exclusive use.) Admin login and SSH access provided; optional quarterly refresh - \$129
- **G Suite Email Management** - \$19
- **Wordfence Premium (for WordPress)** - \$9



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## support

All support levels get access to discounted **On Demand Development Blocks** and the option to purchase **On-Site Training** as well as the features listed below.

### Choose the best plan for your nonprofit's needs:

Each tier includes and builds on the previous.

Basic Support	Premium Support	Ultimate Support
<ul style="list-style-type: none"><li>• 1 monthly Tier 1 support incident.</li><li>• 3 annual hours of Tier 2 support.</li></ul>	<ul style="list-style-type: none"><li>• 3 monthly Tier 1 support incidents.</li><li>• 9 annual hours of Tier 2 support.</li></ul>	<ul style="list-style-type: none"><li>• Dedicated support manager</li><li>• 6 monthly Tier 1 support incidents.</li><li>• 12 annual hours of Tier 2 support.</li></ul>
<b>What is your technology worth?</b>		
<b>\$11.00 / day</b> or \$330 / month	<b>\$17.00 / day</b> or \$510 / month	<b>\$28.00 / day</b> or \$840 / month

## total small org monthly package pricing

Prices include all required subscription options. Optional add-ons are extra.

- **Basic SLA Package \$468**
- **Premium SLA Package \$648**
- **Ultimate SLA Package \$978**

## Medium Org SLA Package (5-9 users) services

All support packages include the following:

- Website & Hosting Security Audits (monthly)
- Application of critical security patches
- Daily and Weekly Website Backups
- Emergency recovery for “site down” status
- Hardening of site and server access from outside networks
- Active monitoring of DDOS or Brute Force attacks
- Monthly report of services performed and security status
- FREE access to the CiviCRM Training library

## subscriptions

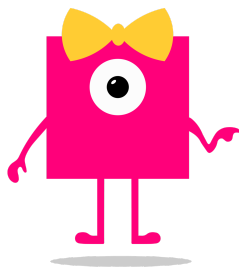
All support packages include the following:

(Individual items can be modified to meet your unique needs.)

- **Hosting:** Performance VPS (8GB RAM, 128GB SSD, 5000 Mbps) - \$129
- **Staging environment for testing and development:** FREE with hosting
- **SSL Certificate:** FREE with hosting
- **SMTP Email Sending Framework:** up to 50,000 per month - \$39

Optional Add-ons

- **Secondary Staging Environment.** (For your exclusive use.) Admin login and SSH access provided; optional quarterly refresh - \$149
- **G Suite Email Management** - \$29
- **Wordfence Premium (for WordPress)** - \$9



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## support

All support levels get access to discounted **On Demand Development Blocks** and the option to purchase **On-Site Training** as well as the features listed below.

### Choose the best plan for your nonprofit's needs:

Each tier includes and builds on the previous.

Basic Support	Premium Support	Ultimate Support
<ul style="list-style-type: none"><li>• 2 monthly Tier 1 support incidents.</li><li>• 6 annual hours of Tier 2 support.</li></ul>	<ul style="list-style-type: none"><li>• 5 monthly Tier 1 support incidents.</li><li>• 12 annual hours of Tier 2 support.</li></ul>	<ul style="list-style-type: none"><li>• Dedicated Support Manager</li><li>• 10 monthly Tier 1 support incidents.</li><li>• 18 annual hours of Tier 2 support.</li></ul>
<b>What is your technology worth?</b>		
<b>\$14.00 / day</b> or \$420 / month	<b>\$22.00 / day</b> or \$660 / month	<b>\$38.00 / day</b> or \$1140 / month

## total monthly medium org package pricing

Prices include all required subscription options. Optional add-ons are extra.

- **Basic Support Package \$588**
- **Premium Support Package \$828**
- **Ultimate Support Package \$1308**

## Large Org Support Packages (10+ users) services

All support packages include the following:

- Website & Hosting Security Audits (monthly)
- Application of critical security patches
- Daily and Weekly Website Backups
- Emergency recovery for “site down” status
- Hardening of site and server access from outside networks
- Active monitoring of DDOS or Brute Force attacks
- Monthly report of services performed and security status
- FREE access to the CiviCRM Training library

## subscriptions

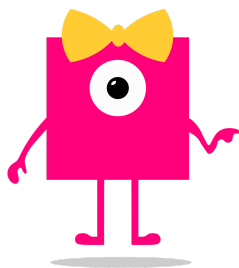
All support packages include the following:

(Individual items can be modified to meet your unique needs.)

- **Hosting:** Performance VPS (16GB RAM, 256GB SSD, 6000 Mbps) - \$199
- **Staging environment for testing and development:** FREE with hosting
- **SSL Certificate:** FREE with hosting
- **SMTP Email Sending Framework:** up to 100,000 per month - \$79

Optional Add-ons

- **Secondary Staging Environment.** (For your exclusive use.) Admin login and SSH access provided; optional quarterly refresh - \$229
- **G Suite Email Management** - \$39
- **Wordfence Premium (for WordPress)** - \$9



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## support

All support levels get access to discounted **On Demand Development Blocks** and the option to purchase **On-Site Training** as well as the features listed below.

### Choose the best plan for your nonprofit's needs:

Each tier includes and builds on the previous.

Basic Support	Premium Support	Ultimate Support
<ul style="list-style-type: none"><li>• 4 monthly Tier 1 support incidents.</li><li>• 9 annual hours of Tier 2 support.</li></ul>	<ul style="list-style-type: none"><li>• 8 monthly Tier 1 support incidents.</li><li>• 18 annual hours of Tier 2 support.</li></ul>	<ul style="list-style-type: none"><li>• Dedicated Support Manager</li><li>• 15 monthly Tier 1 support incidents.</li><li>• 30 annual hours of Tier 2 support.</li></ul>
<b>What is your technology worth?</b>		
<b>\$19.00 / day</b> or \$570 / month	<b>\$30.00 / day</b> or \$900 / month	<b>\$52.00 / day</b> or \$1560 month

## total monthly large org package pricing

Prices include all required subscription options. Optional add-ons are extra.

- **Basic SLA Package \$848**
- **Premium SLA Package \$1178**
- **Ultimate SLA Package \$1838**



## Extras

### **TIER 2 SUPPORT RIDER**

Do you need to add extra Tier 2 support to your monthly package? If so, a Tier 2 Support Rider can scale up your available time for Tier 2 support and give you more flexibility over how your site is developed and maintained.

### **CLIENT SUPPORT ADD-ON PACKAGE**

Do your site users need assistance with technical questions such as how to create an account, log in, or register for an event? Our Client Support Add-on Package allows us to handle the technical questions from your site users. We can act as a seamless extension of your staff so that your site visitors have the support they need without any extra work from your team! Talk to your client manager about getting a Website Support Add-on Package for your organization.

### **EXTENDED SUPPORT HOURS**

Operating across multiple time zones? Need weekend support? Ask about adding Extended Support Hours to your contract. With extended support hours staff can get the help they need when they need it instead of waiting until the regular support hours open.

### **EXTRA SENDING DOMAIN**

Need to send out email blasts from two different domains using the same database? Now you can do that with additional sending domains. Each extra domain add \$25 a month to your plan.