promet source

DRUPAL MANAGED SERVICES

Drupal Support & Maintenance

MONTHLY PLANS

Bronze ~$1,200 - 2,000
10 Hours of Support + Maintenance - 1 Site

Silver ~$2,200 - 3,000
20 Hours of Support + Maintenance - 1 Site

Gold ~$4,200 - 5,000
40 Hours of Support + Maintenance - 1 Site

Drupal Enterprise Management

MONTHLY PLANS FOR MULTIPLE SITES

Platinum ~$8,000 - 9,000
80 Hours of Enterprise Management

Diamond ~$13,000 - 15,000
140 Hours of Enterprise Management

773-525-8255
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Support & Maintenance

It is our duty to keep your website up-to-date with Drupal support & maintenance. Creating and improving the functionality of your website is one of our core services and one of our core values. Through our Drupal Managed Services support plans we guarantee continuous upgrades, constant security updates, 24x7 monitoring, 24x7 response times, development level support needs and open communication.

» Drupal core security updates
Critical security updates for Drupal core software are applied to supported website within 48 hours of release.

» Drupal contributed security updates
Critical security updates for Drupal contributed modules are applied to supported website within 48 hours of release.

» Drupal core minor updates
Minor version updates (e.g. 7.4 to 7.5) for Drupal core software are applied to supported website quarterly or as needed.

» Drupal contributed minor updates
Minor version updates (e.g. 7.x.1.1 to 7.x.1.2) for Drupal contributed software are applied to supported website quarterly or as needed.

» Automatic & continuous backups
Supported website is backed up prior to any updates being applied in each Development-Staging-Production environment.

» Source code management
All code for supported website is maintained in a version control repository. Promet currently supports use of Git for version control.

» Online ticket tracking system
All activities performed for the supported website are tracked in a web-based ticketing system. Client may submit issues into the ticketing system which is available 24x7.

» Support activity report
A monthly report of all activities performed for the supported website is provided through Promet's Service Desk portal which is available 24x7.

» 24x7 monitoring and alerts
Supported website and LAMP stack is monitored 24x7 and alerts are routed to Promet per specified notification workflow.

» Site performance report
A regular report of site performance for the supported website and LAMP stack is available to clients. Promet currently supports use of New Relic for application performance monitoring.

» Critical issue response SLA
Response time for issues reported by client is 24x7x4. (24 hours per day by 7 days per week Monday to Sunday with 4 hour response)

» Proactive issue resolution
Issues identified by monitoring or reported by clients are automatically assigned and worked on by Promet using support hours.

» Development code-level support
Development level support for site building, theming, and coding changes for core, contributed and custom modules is provided for the supported website.

» Help desk support
Help desk level support for Drupal site administration, content management, Q&A, basic online training and "how-to" questions is provided for the supported website.

» 3rd party integration support
Development level support for integration with 3rd party systems and services is provided for the supported website.

» Drupal distribution/product support
Support for use of Drupal distributions (COD, Commons, OpenPublic, OpenPublish, OpenScholar, etc.) and Drupal-based custom products.

» LAMP stack support
Sysadmin level support may be provided for Client's underlying Linux OS, applications, databases, and server infrastructure as needed using support hours. Promet currently supports use of Chef for configuration management.

» Development-Staging management
DevOps support for managing Development-Staging environment on Promet's cloud hosted infrastructure may be provided for the Supported Website using support hours.

Enterprise Management

The Enterprise Management program includes all of the services listed above for Support + Maintenance as well as the following additional services. Support is provided across multiple Drupal sites for an Enterprise Drupal deployment.

» Emergency issue response SLA
Response time for issues reported by Client is 24x7x2. (24 hours per day, 7 days per week with 2 hour response time)

» Technical account manager
A dedicated Technical Account Manager is assigned to help manage communications, requests, escalations, and guidance using support hours.

» Shared block of support hours
Block of hours used for support services for development, DevOps, help desk, training, integration, QA, etc. is shared across the supported websites for the entire Drupal installation and deployment.