



# Website Support Packages.

Looking for reliable, Australian-based website support but can't find it? 'Sick of the Sh#t' is your set and forget tech solution.

**An Australian owned & operated digital agency, WebOracle has proudly supported Aussie businesses for over 20 years.**

WebOracle in South Melbourne will always be here for you and speak in a language you can understand.

We know what it's like when emails go down, your website isn't displaying and you're pulling out your hair because you have a ton of emails to reply to and can't get hold of your website support person who's not even located in Australia.

Here at WebOracle, we totally get how frustrating this is. Our experience helping large clients navigate website issues means you get the benefits of big business solutions priced to suit your small business needs.

We've listened to our smaller clients and come up with a pin-sharp suite of services to keep you right on track, so you can concentrate on your business without having to worry about anything website going POP!

Worried about changing suppliers? We understand it can be scary when you don't really understand how it all works. And that's why our website support and hosting package takes care of every step of the supplier changeover for you, so you don't have to do a thing except pass on the required info.

There's no downtime and no stress for you – just the end of your website support frustrations. Our carefully crafted Tech Solution Package looks after all your online digital needs and lets you get on with doing what you do best! You must lodge **Lodge a Support Ticket Here** for your request to be actioned.

## SOTS Tech Solutions

Our SotS Tech Solution Package Offers a Wide Array of Services.



### Google Compliance updates

It is essential that your website is Google Compliant. To be found successfully, Google regularly updates their requests for a list of processes that need to be implemented on all websites. Put simply – without being Google Compliant, practically no-one searching for your product or service will see you in the search results. Being Google Compliant ensures your keywords are properly embedded in your site where search engines look. It also improves the way your site appears in search results for your business name, with your links, images and contact details on the Google page. This activity includes: Registering Google credentials SSL Security Certificate URLs, Page titles & Headings Tags and meta descriptions and naming image files (Max 50).



### Unlimited Password Resets for Your Website and Email

Who hasn't forgotten their password, only to be locked out of their emails after too many failed attempts? This can be an annoyance when it's your personal emails, but when it comes to your business, it can leave things at a grinding standstill as you have to wait for up to three days for a provider to get it reset. At WebOracle, we will get you back up and running as soon as humanly possible. No matter when or where your issue occurs, one of our team members will endeavour to have you back on track within ten minutes of contacting us. This is thanks to all queries and requests going to a service desk based in Australia, thereby doing away with unnecessary wait times.



### Remote Access Via Screen Sharing

For small businesses especially, getting an website support specialist out at \$120 an hour to fix issues will often be a sizeable expense. At WebOracle, we do away with that hassle, instead opting to connect directly to your device through a screen sharing process designed to fix your tech issues quickly and affordably. No more stress, no more hassle, just expert website support and maintenance when you need it most.



### Access our Online Customer Portal

One of the main things we look to achieve with our SotS package is providing a more immediate service that does away with unnecessary delays. As part of this, clients have access to a portal that is designed to help them reach us quickly and easily 24/7. This portal provides you with instant connection and immediate response to all our online help services no matter where you are in the world.



### Initial Hardware Support & Setup Relating to This Service

This service is designed to help you when you purchase a new device, which can be tough when you have a lot of different systems that need to be set up. Our team will get you up and running, including email setup, email signage, login/password setups for your website and mail services, and more.



### 24/7 Security Support

As many of us are unfortunately aware, breaches and security compromises can appear at any time, and rarely have much warning. Because of this, our team is always watching and monitoring your website. In the case that there is a breach, we will be the first to know and can take immediate action. Alternatively, if you have reason to believe that your emails have been breached, you can contact us immediately for a fast check and response.



### Australian Based Support Team

As an Australia-based website support and maintenance provider, we are proud to offer you a local approach to your digital and website needs. So, when you call us or request assistance from one of our specialists, you can rest assured that you are getting local support in your time zone from our local office.

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## Pricing

**\$132 Per Month.** (Price does not include GST).

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