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## Here at ILGM, Inc. we handle the hassle of hosting, health & care, security and of course performance. You can sit back and feel at ease knowing that your website is in great hands!

A website running WordPress just uses a standard subset of files to build off of, giving you access to a “dashboard” so you can easily create posts, pages and make updates to your site. Those files need to be updated every so often to fend off evil-doers who seek out vulnerabilities in your site and expose them to wreak havoc, costing you money, time and adding stress to your life. Not cool! Similarly, “plugins” are like mini-programs adding features to your site. Almost every WordPress site uses at least one plugin, and most sites use dozens. These plugins also need to be updated for the same reasons.

Consequentially, visitors will leave a website because of slow or poor performance. The number one thing you can do to protect your website and keep it performing at its best is to continually upgrade your website and plugins to their latest versions. Upgrading your website fixes bugs, performs security patches, and enhances the performance and speed of your website.

That is why all our website packages come default with the Website Essentials Hosting features. However, some of you may want or need to take your website’s care to the next level or even strict guidelines to minimize the least amount of disruption to your visitors and customers. For you we offer two (2) additional Care Plans to meet these needs.

Warm regards,  
Chris Sgaraglino, CTO

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*Notice: As ILGM strives to provide the best experience to our clients, please note that any or all services, platforms, software, vendors, partners, employees, contractors, process, etc., are subject to change without notice.*

# ILGM Website Essentials Hosting

**These are the default features for every ILGM WordPress Website!**

**Built-In Performance:** Review Signal named our hosting service one of the fastest WordPress hosts available. Now, you don't have to install plugins or configure code to publish blazing fast websites. Our sites are automatically optimized for peak performance, making them blazing fast. No need to worry about hard drive space, memory, or even what version of PHP is running!

**Traffic Scaling:** Getting featured on TechCrunch or CNN? No problem. Your site easily scales to handle up to 20x your daily traffic bursts.

**Content Delivery Network:** We include premium CDN by MaxCDN at no additional cost. Our unlimited CDN boosts your site's performance for visitors across the world.

**Caching:** Our caching uses batcache as a page cache and stores that in memcache. It's able to rapidly serve cached pages to visitors of your site.

**SSL Certificate:** Every site gets a SSL certificate from Let's Encrypt.

**Responsive Support:** You get fast and responsive email support via our online help desk. Instruction documents and videos are also available. When you're really stuck, we will walk you through your issue over the phone and a shared screen session, so you get hands-on experience.

**Training:** There has never been a change for training at ILGM, and there never will be.

**WordPress, Plugin and Theme Updates:** We check weekly for any updates and upgrade your website to the latest version.

**Repairing Problems Due to a Theme or Plugin update:** If a problem is seen after a theme, plugin, WooCommerce or WordPress update and the problem is due to the update itself, we will notify you of the problem and provide an estimate to resolve the problem.

**Backups:** We have nightly, offsite backups of your website files and database. During monthly maintenance, we will verify backups are saved as expected.

**Security:** We use a combination of nightly malware scans/removals, integrity checks and intrusion detection systems along with a web application firewall to keep your site secure.

**Uptime Monitoring:** We'll get instantly notified if your site ever goes down so that we can take corrective action. Monitor runs on 5 minute intervals.

**Optimization:** We delete all spam comments and old post revisions (saving the 10 latest revisions) so you'll have less crud in your database. Then we clean the database tables to reclaim the deleted space speeding up all access requests.

**Timing of Maintenance:** Except for urgent security updates, we will usually perform your updates early in the mornings at a time when it will not likely interfere with your daily business operations.

**Analytics:** Realtime Google Analytics right on your dashboard.

**Royalty Free Commercial Use Photography:** Right from your sites administration you get access to over 1.3 million Royalty Free Photos & Videos for you to use on your commercial or personal website. All content is released under Creative Commons CC0, which makes them safe to use without asking for permission or giving credit to the artist - even for commercial purposes.

**Domain Name:** (1) One Primary Domain Name

**Email:** (2) POP/IMAP Email Accounts, Unlimited aliases.

**Basic Report:** We will email you a weekly update report with an in-depth report about theme updates and each plugin updated.

# ILGM Website Care Plan

**Many businesses prefer to focus on what they do best, running their business. With the Care Plan, we offer a competitive set of features that take your mind off of the health of your website and provides you an extraordinarily robust set of reports that will not just tell you what your visitors are doing, but show you!**

**Incremental Backups Every 6 Hours:** 4 times a day your website files and database is backed-up to our offsite cloud. Incremental, reliable, comes with off-site storage, ability to restore just 1 file or the whole site.

**Repairing Problems Due to a Theme or Plugin update:** If a problem is seen after a theme, plugin, WooCommerce or WordPress update and the problem is due to the update itself, we will attempt to resolve the problem. If the problem takes more that 30 minutes to resolve, you will be invoiced at our normal hourly rate.

**Uptime Monitoring:** We'll get instantly notified if your site ever goes down so that we can take corrective action. You'll also receive your own personal monitoring URL where you'll have 24/7 access to your website's status. Monitor runs on 5 minute intervals.

**Responsive Support:** You get fast and responsive email support via our help desk and phone support during normal business hours. Instruction documents and videos are also available. When you're really stuck, we will walk you through your problem over the phone and a shared screen, so you get hands-on experience.

**Advanced Analytics:** Realtime Google Analytics right on your dashboard.

**Visual Heatmaps:** Visualize your visitors behavior with Heatmaps. Understand what users want, care about and do on your site by visually seeing their clicks, taps and scrolling behavior – which are the strongest indicators of visitor motivation and desire. Limit: 3 Page Heatmaps at any given time.

**Visitor Recordings:** See what your users see – Eliminate guesswork with Recordings of real visitor behavior on your site. By seeing your visitor's clicks, taps and mouse movements you can identify usability issues on the fly and issues they encounter. Limit: 300 visitor recording at any given time.

**Conversion Funnels:** Where are your visitors dropping off? – Find the biggest opportunities for improvement and testing by identifying on which page and at which step most visitors are leaving your site. Limit: 3 funnels at any given time.

**Feedback Polls:** Understand the reasons behind behavior – Improving the performance and experience of your website starts with understanding what your visitors want and what's preventing them from achieving it. Target questions to specific visitors anywhere on your web and mobile site. Limit 3 Feedback & Incoming Polls at any given time.

**Incoming Feedback:** Instant visual feedback – Give your visitors an easy way to leave instant visual feedback on your website or app. See what people love and hate, identify issues, and find opportunities for growth.

**Content Management Assistance:** 30 minutes per month of content updates for handling changes to pages, posts, products, and additional content changes. Changes must be submitted via the support system 3 business day prior to desired update date. Additional updated billed at our normal hourly rate.

**Domain Name:** (1) One Primary Domain Name

**Email:** (5) POP/IMAP Email Accounts, Unlimited aliases.

**Detailed Report:** We will email you a weekly update report with an in-depth report about theme updates and each plugin updated, backups, security, performance, uptime, and SEO performance.

# ILGM Business Continuity Plan

**The Business Continuity Plan is designed for those business that do not want any disruption to their visitors or day-to-day website operations. As with the Care Plan, we offer a competitive set of features that take your mind off of the health of your website and provide you an extraordinarily robust set of reports but without the limits! Also offered is a second website. A clone of your original where all updates are preformed first so that our expert team can make sure that nothing is out of the ordinary. This second staging website is also used for major updates, like adding new features or plugins. This way, you'll have the ability to see. Test and approve prior to launch on your production server.**

**Realtime Incremental Backups:** Every hour your website files and database is backed-up to our offsite cloud. Incremental, reliable, comes with off-site storage, ability to restore just 1 file or the whole site.

**Repairing Problems Due to a Theme or Plugin update:** No charge, worry free updates! If a problem is seen after a theme, plugin, WooCommerce or WordPress update and the problem is due to the update itself, we will attempt to resolve the problem no matter how long it takes.

**Safe Updates:** Safe Updates automatically creates a restore point for you, compares the website before and after the update, and helps you roll back the update if something goes wrong.

**Staging/Clone Testing Site:** Before any updated are preformed, we will clone your existing site, make all the necessary updates for testing. Cloning your website allows us to, in just seconds, have a an identical copy of your website for a staging area for testing. It's a great tool that saves you downtime time int he event of a bad update.

**Uptime Monitoring:** We along with you will get instantly notified via text or email if your site ever goes down so that we can take corrective action. You'll also be instantly notified via text or email when your site is back up. You'll also receive your own personal monitoring URL where you'll have 24/7 access to your website's status. Monitor runs on 1 minute intervals.

**Responsive Support:** You get fast and responsive email support via our help desk and around the clock phone support. Instruction documents and videos are also available. When you're really stuck, we will walk you through your problem over the phone and a shared screen, so you get hands-on experience.

**Advanced Analytics:** Realtime Google Analytics right on your dashboard.

**Unlimited Visual Heatmaps:** Visualize your visitors behavior with Heatmaps. Understand what users want, care about and do on your site by visually seeing their clicks, taps and scrolling behavior – which are the strongest indicators of visitor motivation and desire.

**Unlimited Visitor Recordings:** See what your users see – Eliminate guesswork with Recordings of real visitor behavior on your site. By seeing your visitor's clicks, taps and mouse movements you can identify usability issues on the fly and issues they encounter.

**Unlimited Conversion Funnels:** Where are your visitors dropping off? – Find the biggest opportunities for improvement and testing by identifying on which page and at which step most visitors are leaving your site.

**Unlimited Feedback Polls:** Understand the reasons behind behavior – Improving the performance and experience of your website starts with understanding what your visitors want and what's preventing them from achieving it. Target questions to specific visitors anywhere on your web and mobile site. Limit 3 Feedback & Incoming Polls at any given time.

**Unlimited Incoming Feedback:** Instant visual feedback – Give your visitors an easy way to leave instant visual feedback on your website or app. See what people love and hate, identify issues, and find opportunities for growth.

**Content Management Assistance:** 60 minutes per month of content updates for handling changes to pages, posts, products, and additional content changes. Changes must be submitted via the support system 3 business day prior to desired update date. Additional updated billed at our normal hourly rate.

**Analytics, Reports, and Insights for WooCommerce:** We provide a single dashboard unifying your store's orders, customers, and products, helping you understand your data and make more informed decisions. Our solution gives you control over what defines your sales totals. You can choose which order statuses are ignored, what gets deducted from gross sales to determine net sales, whether to exclude free orders & customers, and more. Limit: 500 order/mo

**Domain Name:** (1) One Primary Domain Name and (1) Development Sub-Domain Name.

**Email:** (10) POP/IMAP Email Accounts, Unlimited aliases.

**Detailed Report:** We will email you a weekly update report with an in-depth report about theme updates and each plugin updated, backups, security, performance, uptime, and SEO performance.