



Magento Egypt

when you digging deeper into e-commerce



maintenance & Support Packages

Client Name: Inhouse

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Maintenance

Maintenance Packages (30 USD /Hour)

2024

Package/ Options	Enterprise	Professional
Support / coding Hours per month	30 hours	60 Hours
1 year Commitment	7920 USD (660 USD per month) (save 2880 USD %27)	14400 USD (1200 USD per month) (save 7200 USD %33)
Hour Rate	22 USD	20 USD

If you consumed the package hours (support/ coding) you will charged hourly 30 USD /hr

Service Level Agreement (SLA)

Hours of Coverage

Our support team working 5 days from Sunday To Thursday , 9:00 AM to 6:00 PM.

Level 1 - Works that take under 2 hour will usually be completed same day or next day

Level 2 - Works that take between 3 hour to 6 hours will usually completed within 24 - 48 hours

Level 3 - Works that take between 7 to 10 hours will usually be completed within 1 - 3 working days

Level 4 - Works that take between 11 to 20 hours will usually be completed within 3 - 5 working days

Level 5 - Works that take more than 21 hours will usually be completed in the next release

Response Time

Magento Egypt support team will use the following guidelines to prioritize requests, with timeframes. Actual response time may be shorter or longer, depending on the volume of requests being handles in one time and the complexity of the request.

Service Level Agreement (SLA)

Priority	Description	Response Time
P1	Major blocking problem on the main functionality affecting all activities of the business • website is down • website is hacked • consumer is not able to place an order • admin panel is not accessible	Within Two hours
P2	Urgent issue: Some aspects of the business can continue but it is a major problem • website is very slow • problem on one of the main modules	1 working day
P3	Inconvenient issue but there is clear workaround: • Function could be turned off via control panel • Non stopping error in one of the backend modules • Error in the logs • Vulnerability with medium and low scores • Information security recommendations • website speed enhancement	2 working days
P4	Minor issue with no impact on the business • Frontend alignment • System upgrade	within 5 working days

Service Level Agreement (SLA)

Requesting Service

1. **Ticket system:** we are using Clickup to manage the tasks .
2. 1- **Email:** sending email to support @magentoegypt.com is the recommended method.
3. 2- **Telephone:** Urgent requests may be made by telephone to (**+20 1120002844**).
4. 3- **in-Person** : for the important and complicated request we may need face-to-face meeting.

Our maintenance packages include the following services:

- Emergency repairs due to hacker attacks.
- 24-hour emergency communication channel.
- Fixing any bugs related to our new changes
- Fix bugs related to hosting upgrades.
- Installing new store view
- Installing new language
- Install new currency
- Installing cron job.
- Modify Transactional emails text
- Navigation menu management
- Backing up files and databases
- Restoring files and database backups
- Managing the files and databases on the server (includes freeing up space, deleting old databases, etc.)
- Managing domain settings (if registrar credentials are provided)
- Managing email settings (includes forwarding options, setting up MX records, setting up new accounts, etc.)
- Troubleshooting check
- Managing SSL certificates
- Website breakdown maintenance
- Website corrective maintenance
- Password Recovery

- Website Consultation
- Communication with third-party service providers on client's behalf.
- Prevention and/or removal of malware and other security threats
- Prices & Discounts edits
- Small CSS modifications
- Attributes structure management
- Category Management
- Browsers Computability
- Support for changes in the internet standards and browsers
- Maintain the add-ons that are installed on your site
- Minor changes to page's text, links and images
- Minor changes to the layout of page
- Web hosting management (adding, deleting email accounts, ftp accounts, etc.)
- Creating static pages
- Complete Site backup
- Google Analytics integration
- Analytics report
- Sitemap configuration
- Sever Configuration
- Server Security
- Webmail server configuration
- Firewalls configurations
- CDN Configurations

Coding Service Support :

- Bug Fixing
- Frontend Editing
- Installing extensions
- Core code Modifications
- Database Programming
- Create new feature/module from scratch

Maintenance Packages:

We have 2 type of support premium and enterprise.
The both packages include coding hours.

Coding Man Hours Limits :

Enterprise & professional plans come with free coding hours, if client need code changes;
If the coding hours exceeds the assigned hours, then client will be charged extra, any additional cost will be communicated to the client before the coding.

Our maintenance packages not include :

- Re-Design of the website
- Logo creation
- Creating new custom extension
- Installing third-party system
- Integration with external system
- Installing new Theme
- Installing Extensions
- Add responsive technology
- Advanced SEO Services
- Bulk data entry services
- Mob apps

Payment and Refund Policy

These packages are recurring plans that are billed monthly until cancelled.

Payment in this agreement on a prepaid basis annually depending on service period.

Initial payment is a non-refundable deposit and must be made before work starts.

If the maintenance work requested exceeds the hours provided by the chosen package , will Be billed at the initial prepaid rate.

All service plan or packages are prepaid and all prepaid time expires 1 month after the payment date.

Any time not used within this 1 month will be expired. There is no rollover of prepaid time to the Next billing period and no refunds or credits will be issued for expired date time.

Time not used is non-transferable.

Any additional non-prepaid maintenance time charged will be billed monthly.

Payment Terms

The initial agreement period for enterprise and professional Plans are annually you pay on monthly basis but the payment for each month shall be paid upfront at the first week of every contract month. We will be raising the Invoice for each month during the ending week of the contractual month and shall expect the payments within 7 days.

Thank You

Get in Touch



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