

SUPPORT & MAINTENANCE

Launch was the start. We keep it *running*.

A monthly bucket of hours for the systems you already run: fixes, updates, releases and monitoring, delivered against written response and resolution targets.



PLANS	BILLED	P1 RESPONSE
From \$600 a month (20 h)	Monthly, in advance	2 business hours

WHEN TO CALL US

iOS and Android releases change how existing features behave.

→ Compatibility fixes and store releases on schedule.

A provider retires the API version your integration uses.

→ Integrations updated and retested before the deadline.

Certificates expire and dependencies publish security patches.

→ Renewals and patches applied, tested and released.

Data grows and pages that were fast get slow.

→ Queries, indexes and caching tuned on the live system.

HOW WE WORK

01 Onboard	Onboarding report
02 Report	Logged ticket
03 Respond	Triage and plan
04 Fix	Maintenance release
05 Report back	Monthly support report

WHAT THE WORK COVERS

Apps

- ◆ Bug investigation and fixes
- ◆ iOS, Android and browser compatibility
- ◆ Corrections to existing UI
- ◆ App Store and Google Play releases

Integrations

- ◆ Troubleshooting
- ◆ Updates when a provider changes an API
- ◆ Credential and webhook upkeep

Backend & APIs

- ◆ Production issue resolution
- ◆ Fixes to existing endpoints
- ◆ Query and data fixes
- ◆ Performance tuning

Infrastructure

- ◆ Deployments and environments
- ◆ Certificates and dependency patches
- ◆ Monitoring and alerting
- ◆ Backups and restore checks

Maintenance, not new features

Support hours keep what exists working. New modules, major integrations and redesigns are estimated separately as a change request, and we tell you which side a request falls on before hours are used.

PRICING

\$30 per hour · for work outside a package

20 HOURS A MONTH

Essential

\$600 / month

Monthly

35 HOURS A MONTH

Standard

\$1,050 / month

Monthly

RECOMMENDED

70 HOURS A MONTH

Priority

\$2,100 / month

Monthly

160 HOURS A MONTH

Dedicated

\$4,800 / month

Monthly

Need a bucket that isn't one of the four plans? Set any number of hours; every hour is \$30, billed monthly in advance.

Start a conversation

The product, its platforms, who built it, and any issues right now.

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