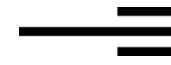




TASTY B2B WEBSITE SUPPORT





WHY DO YOU NEED WEBSITE SUPPORT?

Websites aren't static, they need constant improvement to meet the needs of your customers and beat the competition.

Without maintenance your website will quickly start to go out of date. And you may get behind on updates leaving your website open to troublesome bugs and security problems.

Of course all of this takes time. So many of our clients trust us to keep on top of their website for them, meaning they benefit from our expertise and don't need to rely on in-house resources.



THE ONGOING
SUPPORT THAT
YOU NEED



WEBSITE MAINTENANCE

Our team of website experts keep your website up to date and working. We do all bug fixes, security updates, technical issues when needed - plus you'll receive a speedy response to any website issues you have.



DESIGN & DEVELOPMENT

You need your website to be constantly improving with design and dev changes. You can rely on our team to provide all the expertise you need to make this happen.

You'll also benefit from our proactive approach, where our team recommends changes to your website to improve it's performance.



SEO & CRO

It's not just website maintenance, design and development we can help you with. Our inhouse expertise in SEO can increase relevant search traffic to your website. More traffic = more customers!

Your website's goal is to generate leads. Our expertise in CRO can increase quality enquiries from your website through better design and content.



PERFORMANCE ANALYTICS

With our monthly GA4 website reports you can track everything you need, from traffic numbers to conversion rates. These insights help you make better decisions on what website improvements to make.



WHY CHOOSE BIGFORK FOR WEBSITE SUPPORT?

- Access to our support, design, development, and marketing expertise to continuously improve your website.
- Priority response to any website issues.
- Maintenance to keep your website secure and up to date.
- Regular meetings with your Bigfork project team, and a dashboard to track all work.
- We specialise in supporting WordPress, Silverstripe, and Statamic.



FIVE STAR GOOGLE REVIEWS



89 **NET
PROMOTER
SCORE**



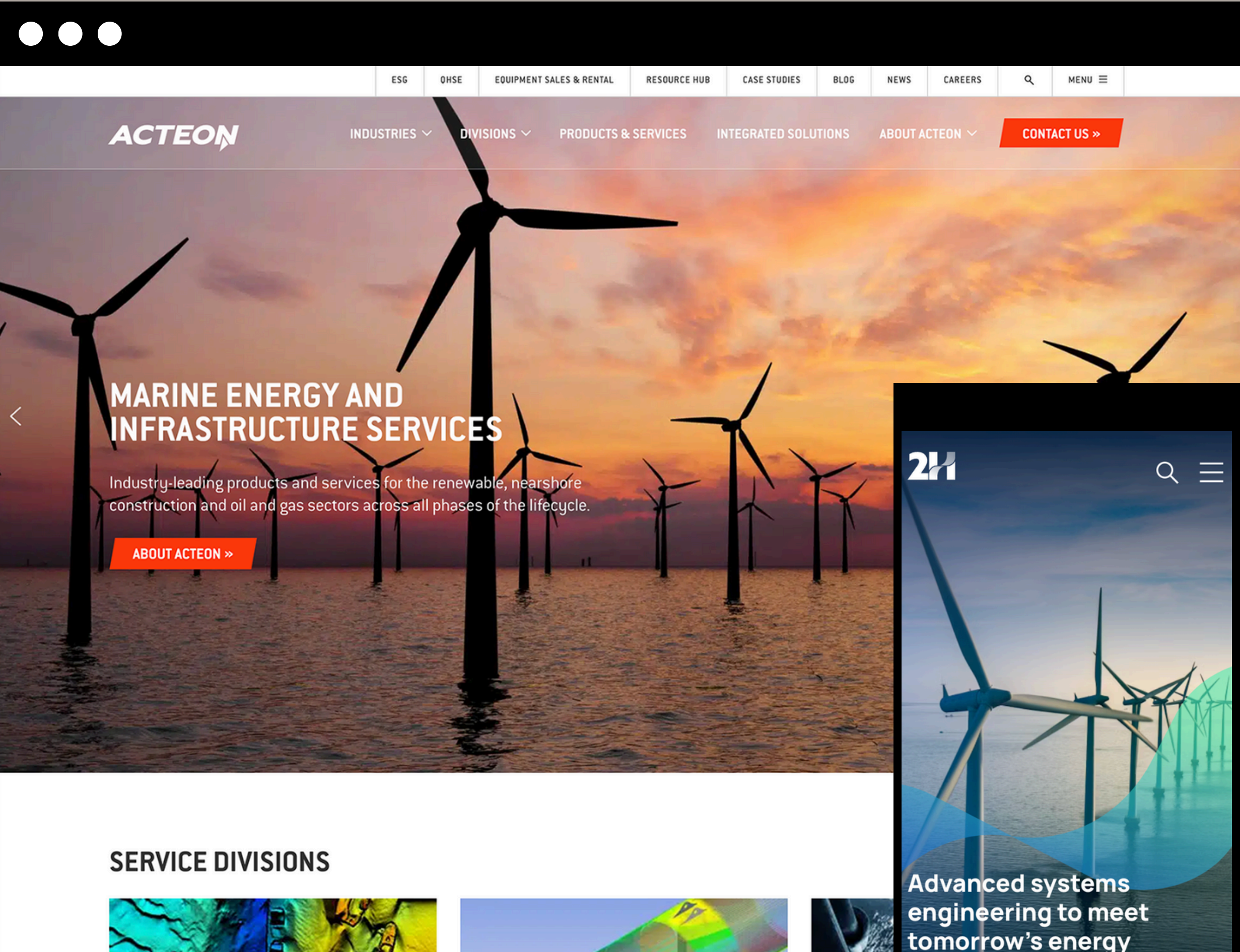
THE PROOF
IS IN THE PUDDING

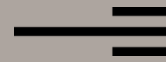


ACTEON GROUP

Full website design and development support for Acteon and 2H Offshore websites.

BIGFORK



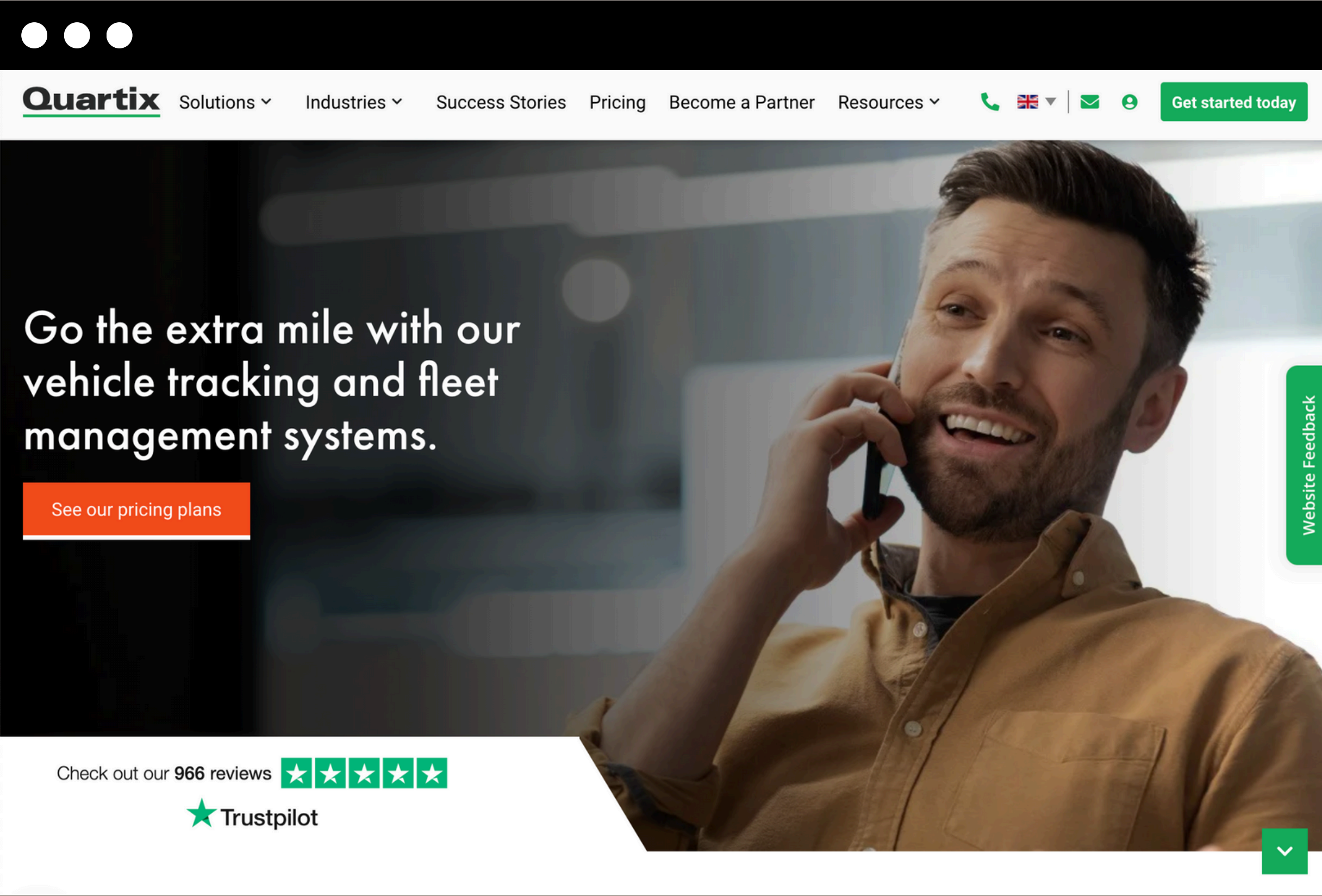


300% INCREASE IN CONVERSIONS FOR QUARTIX

Quartix are a SaaS company offering vehicle tracking software . Their website had good traffic, but conversion rates were low.

Bigfork’s website consultancy and design expertise helped Quartix increase conversions by 300%.

[Read the full case study.](#)



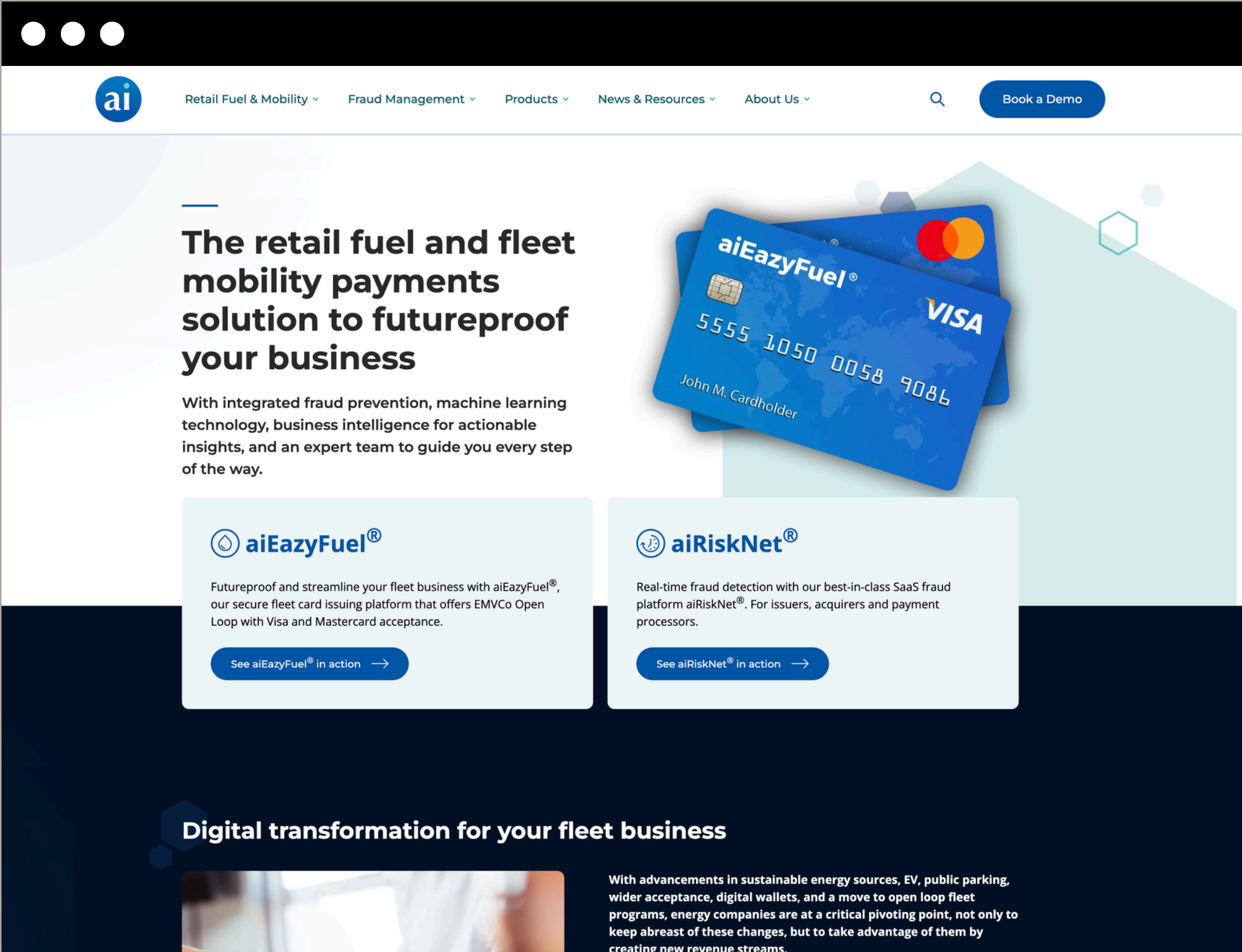


AI CORPORATION

A tech company specialising in fuel payments and fraud prevention for fleets.

We designed a new website focused on increasing lead gen through clear features and benefits, conversion optimised design and SEO.

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NATURE POSITIVE

Information website for the Nature Positive Initiative to support the goal of reversing the decline of global biodiversity.

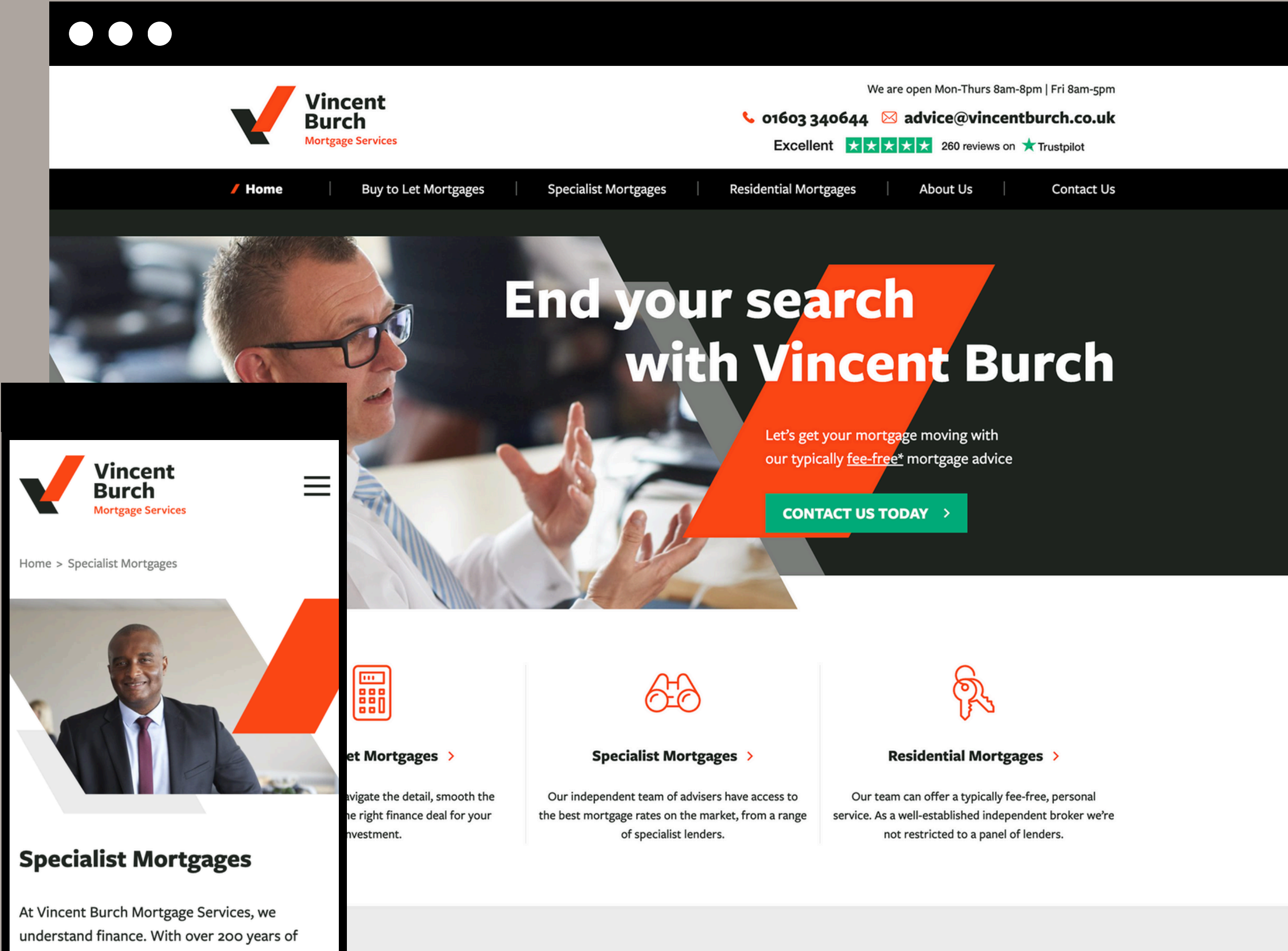




VINCENT
BURCH

Plugin updates, security patches,
and providing support and bug
fixes for Vincent Burch’s
WordPress CMS.

BIGFORK



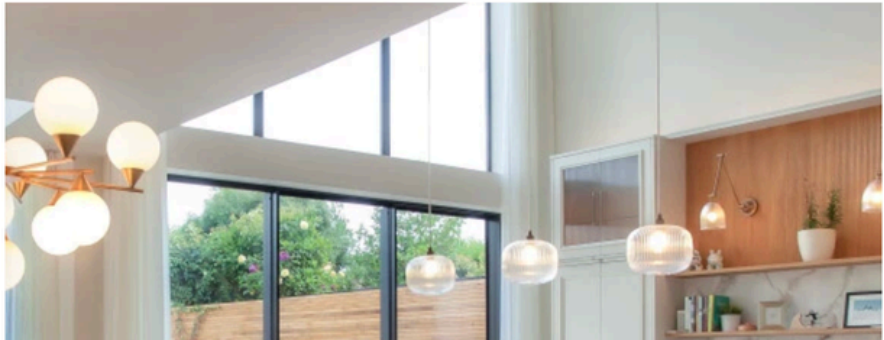


ECOGLASS

High quality glass supplier to UK window manufacturers.

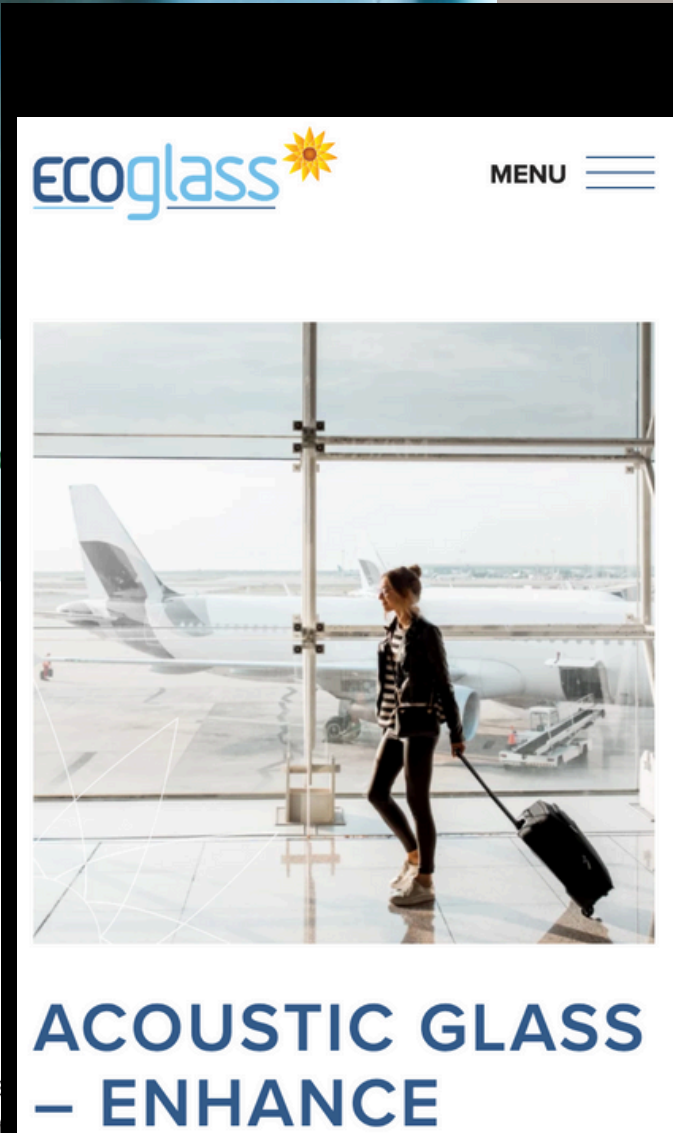
We designed a new website to position them as a premium supplier with a strong focus on sustainability.

BIGFORK



YOUR TRUSTED GLASS PARTNER

Ecoglass is a family-owned business with over 40 years of experience in the glass industry. Proudly serving the UK with high quality glass products.

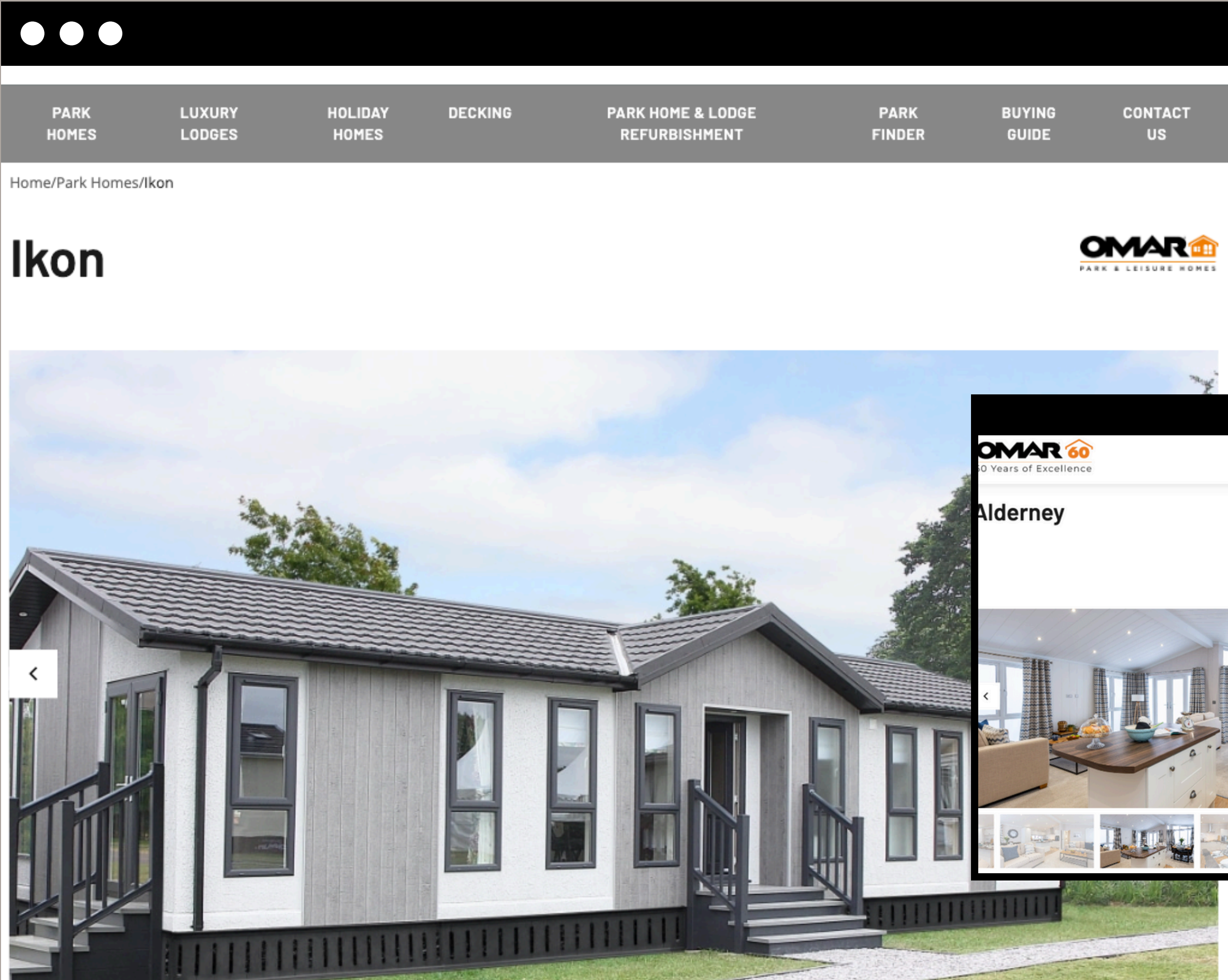




OMAR GROUP

Technical support, updates, and ongoing development for the main Omar Group website, as well as their marketing and staff portals.

BIGFORK





WHO ARE BIGFORK?

We help B2B organisations streamline operations, accelerate growth, engage audiences, and position their brand above the competition with bespoke websites.

Bigfork are a small team of experts, with a big network of trusted specialists.



Mark Ellaway
Digital Marketing
Director



Colin Richardson
Digital Design
Director



Amy Culham
Digital Marketing
Manager



Loz Calver
Senior Developer



Kieran Rigby
Web Developer



FLEXIBLE SUPPORT PACKAGES

Your monthly support package can be customised to exactly what you need. Whether it's more support features or design and dev hours, we can create the package that's perfect for your website.



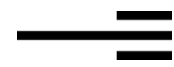
SUPPORT PACKAGES

Activity	Essentials	Enhanced	Premium
Service level agreement	✓	✓	✓
Critical security updates	✓	✓	✓
Bug-fix response time	72 hours	48 hours	24 hours
CMS support (phone / email)	1 hour per month	2 hours per month	2 hours per month
Activity log	✓	✓	✓
Ticketing system	-	1 user	2 users
Monthly GA4 report	✓	✓	✓
Meetings	Monthly	Monthly	Weekly
Design / development / SEO time	4 hours per month	10 hours per month	20 hours per month
Uptime and broken link monitoring	-	✓	✓
Monthly fee from	£750	£1,400	£2,700

There is a set up fee of £700 for our team to analyse your website's code for technical issues.

We can provide custom support packages that match what your business needs.

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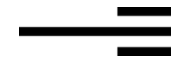


YOUR INVESTMENT

HOSTING AND SUPPORT

Features	Standard	100% Green
Cloud hosting package	2GB VPS – Cloudways	2GB Green VPS - Krystal
SSL	✓	✓
Postmark	✓	✓
Backups	✓	✓
Critical security updates	✓	✓
Platform and plugin updates	Every other month	Every other month
CMS email and phone support	1 hour / month	1 hour / month
Service level agreement	✓	✓
Uptime monitoring	✓	✓
Annual cost	£1,630	£1,830

Website design and development is charged at £100 per hour, with costs provided in advance.



FAQs

Do my unused hours get rolled over?

Yes, within reason. For example if you have 10 hours per month, you may use 5 hours in one month and 15 hours in the next month. We review your hours used every quarter to make sure the amount is still right for you.

Can Bigfork provide hosting?

Yes, we use reliable hosting services such as Cloudways and Krystal where we can keep your website safe, backed up, and optimised for speed.

What if I need something outside of my package?

That's no problem. We'll simply quote you for the work needed and carry it out on approval.

What happens if I want to cancel?

Support fees are for a minimum of 3 months. After that, it's only one month's notice required by either side.



READY TO GET STARTED?

We can serve up the website support you need.
Give us the go ahead and we'll get cracking.

Mark Ellaway
Digital Marketing Director

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+44 (0) 1603 513080