



Web Site Support Services

If you need some help maintaining and updating your live web site, call on Seneca. Our flexible and affordable support options provide your organization with just the right level of help.

To work on your site, we will need an FTP username and password* (which will be securely guarded in our office), and of course the site changes you'd like us to do. These can be conveyed via e-mail (in the message body or as an attachment), or by manually marking up printouts of your site and faxing these to us. Since we have a one-hour minimum billing policy, you'll save money if you can "gang up" minor updates (fixing typos, changing phone numbers).

Maintenance by the Hour

If your site needs only occasional updating, and you don't feel your company has the time, staff or expertise to do this yourself, turn it over to Seneca on an as-needed basis.

Turnaround: Updates are normally completed in 2–3 business days. We can usually accommodate faster or "timed" updating if necessary, just let us know.

Fee: \$95/hr in quarter-hour increments, one hour minimum. Invoiced net/30.

Maintenance Retainers

For sites that need more frequent updating, we offer a flexible retainer arrangement that saves money and helps you to plan ahead for site maintenance costs in your fiscal budget. Most of Seneca's hosting clients have set up maintenance retainers with us.

Here's how it works: Tell us approximately how many changes your site will need (or that you don't want to do in-house) in an average month, and we can tell you about how long that would take us — one hour, two, five, ten, etc. You always have the final decision on how many hours you'd like to set up as a retainer, regardless of what we estimate; and you have the option of adjusting the number of hours or cancelling the arrangement every calendar quarter.

Turnaround: Same as above, but retainer clients are given priority.

Fee: \$75/hr. Retainers are invoiced every three months in advance. Unused hours do not rollover to the next month, and production hours that exceed your monthly allotment by more than our 30 minute "grace amount" are billed separately at our usual rate of \$95/hr.

Mini-Projects

Call on Seneca for those occasional "beyond maintenance" projects such as adding new sections to your site, converting company publications to web-ready HTML or PDF, or adding surveys, forms and site search engines.

Fee: A flat "not to exceed" project estimate provided upon request. Billing is net/30.

Staff Development and Training

Don't forget that Seneca's owner, Anne-Marie Concepción, trains users in Macromedia Dreamweaver and is an authorized trainer for Adobe GoLive, among other programs. She can teach you or your staff how to maintain your site in-house or in concert with Seneca.

Fee: Based on number of students and their current knowledge level. Call for details.

* If you're a Seneca hosting client, we already know this.

Seneca Design &
Consulting, Inc.

4122 N. Lawndale Ave.
Chicago, Illinois 60618
USA

www.senecadesign.com

V 773 539-3531

F 773 539-3991