

Sanphire Design

Website Hosting & Maintenance Overview

A considered, relationship-based approach to website care

Your website is not just a piece of software. It is a living part of your business. It represents your brand, supports your customers, and needs to remain secure, current, and functional at all times.

At Sanphire Design, we provide a boutique hosting and maintenance service designed to give your website the attention it deserves, without the complexity or impersonality of large-scale providers.

What is included in your Hosting & Maintenance Package

Managed WordPress Hosting

Your website is hosted on secure, high-performance infrastructure configured specifically for WordPress.

- Fast, reliable hosting environment
 - SSL certificate included and maintained (secure HTTPS connection)
 - Optimised server setup for performance and stability
 - Ongoing technical oversight
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Daily Backups

Your website is backed up automatically every day.

- Full site backups stored securely
 - Rapid restoration available if needed
 - Protection against unexpected issues, errors, or data loss
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WordPress & Plugin Updates

We keep your website technology current and secure.

- Regular updates to WordPress core
 - Ongoing plugin updates
 - Compatibility checks where required
 - Quiet, behind-the-scenes maintenance to prevent issues before they arise
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Security Monitoring

Your website is actively monitored to protect it from threats.

- Monitoring for vulnerabilities and malware
- Preventative security measures
- Ongoing system health oversight

Prevention is always better than repair, and this forms a core part of our service.

30 Minutes of Website Content Updates Per Month

Each month includes up to 30 minutes of content updates.

This allows your website to evolve alongside your business without needing to commission separate work for small changes.

Typical updates include:

- Text edits
- Image replacements
- Adding blog posts or news items
- Updating service information
- Small layout refinements
- Adding team members or contact details

Please note:

- Time is allocated per calendar month
 - Unused time does not roll over
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Additional Updates (If Required)

If you need more support in any given month, we are here.

- Additional work is billed at our standard hourly rate
 - Charged in 30-minute increments
 - Always discussed and agreed in advance
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What makes Sanphire different

We already know your website

You are not starting from scratch each time you need support.

We understand your website, your brand, and how everything fits together. This means:

- Faster, more accurate updates
 - Fewer misunderstandings
 - Continuity over time
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We do not offer mass-market hosting

We deliberately work with a limited number of clients.

This allows us to:

- Provide thoughtful, considered support
- Maintain high standards across all sites
- Build long-term working relationships

You are not a ticket number. Your website is actively looked after.

We support the bigger picture

We do not just maintain your website technically.

We consider:

- How your site supports your business
 - How it evolves over time
 - What improvements may benefit you in future
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A note on website care

Websites require ongoing attention to remain secure, functional, and effective. Without regular maintenance:

- Software becomes outdated
- Security risks increase
- Features may stop working
- Performance can decline

Our role is to ensure none of this becomes your problem.

If your needs change

As your business grows, your website may need to do more.

We can support you with:

- New functionality
- Design updates
- Structural improvements
- SEO and content development

These are treated as separate projects and scoped clearly.

In summary

Your Hosting & Maintenance package ensures:

- Your website remains secure
- Your technology stays up to date
- Your content can evolve
- You have reliable, knowledgeable support when you need it

All delivered in a calm, considered and professional way