Support Plans & Maintenance Overview

Starting development proposal

Executive summary

This document provides an overview of Corpsoft Solutions' Support Plans, which are crafted to ensure your product's security, optimization, and readiness for continuous growth. Whether you need basic system monitoring or advanced hands-on maintenance, we have developed solutions tailored to your unique business needs, giving you confidence and peace of mind every step of the way.

At Corpsoft Solutions, we specialize in delivering product-focused solutions that align with your business objectives. With a commitment to long-term value, we empower your system to remain reliable and ready to support future growth.

How We Keep Your Product Running Smoothly:

- **Comprehensive System Oversight:** We use advanced analytics to monitor critical aspects of your system, such as security, resource utilization, and third-party integrations, guaranteeing nothing goes unnoticed.
- **Actionable Insights:** Our team provides prioritized recommendations to resolve issues and optimize performance effectively.
- **Clear Reporting:** You will receive monthly reports with a detailed breakdown of your system's health and ongoing progress to keep you fully informed.

Our Approach is Deep Domain Expertise

While working on your product, we have delved into your domain and continue to explore it to keep the product thriving.

Tailored Support Plans Comparison

Choosing the right support plan is essential to ensure your project remains secure, efficient, and ready to meet future challenges. At Corpsoft Solutions, we offer three distinct support plans — Basic, Standard, and Premium — designed to address varying business needs.

Each plan is tailored to provide the right balance of monitoring, proactive maintenance, and flexibility, enabling you to focus on growing your business. At the same time, we ensure your system performs at its best.

The table on the next page outlines the key features of each plan, highlighting what's included and how they differ:

Features	Basic Plan	Standard Plan	Premium Plan
Automated Monitoring & Reporting	✅ Monthly reports	✅ Monthly reports	✅ Monthly reports
Expert Recommendations	✅ Provided (work billed separately)	✅ Provided and implemented	✅ Provided and implemented
Proactive Troubleshooting	❌	✅ Up to 20 hours included	✅ Up to 80 hours included
Custom System Improvements	❌	❌	✅ Tailored enhancements
Comprehensive Testing	❌	✅ Testing only (no fixes)	✅ Full testing & fixes
Issue Resolution	❌ (Available separately)	❌ (Available separately)	✅ Included
DevOps Support	❌ (Available separately)	✅ Server checks (work billed separately)	✅ Server checks and fixes included
SEO Support (for websites and web applications)	❌ (Available separately)	✅ Domain health report from basic SEO check and critical issue list for organic growth	✅ Full SEO audit with fixes and result reporting
Dedicated Team Involvement	Full-stack developer Product Delivery Manager	Full-stack developer Product Delivery Manager QA Specialist Marketing Specialist (SEO)	Full-stack developer Product Delivery Manager QA Specialist DevOps Engineer Marketing Specialist (SEO)
Pricing	$200	$2500	From $5000 (scalable)

How to Choose the Right Plan:

1. **Basic Plan:** Ideal for businesses seeking foundational monitoring and actionable insights without committing to additional work. This plan ensures stability and provides flexibility to address system improvements separately.

2. **Standard Plan:** Perfect for medium-sized projects that require more proactive maintenance. With included hours for issue resolution and improvements, this plan provides both hands-on support and transparency.

3. **Premium Plan:** Tailored for businesses with complex systems or high demands. This plan offers unlimited support, a dedicated team, and a focus on continuous improvements and long-term scalability.

What is Included at Each Plan Level:

1. **Basic Plan:** Automated monitoring, monthly reporting, and expert recommendations to keep your system stable and secure.

2. **Standard Plan:** Includes up to 20 hours of proactive issue resolution and dedicated work to address system improvements, supported by detailed reports on completed tasks.
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3. **Premium Plan:** Includes up to 80 hours and additional hours beyond 80 may incur extra costs, depending on the agreement. This plan is designed for businesses with complex systems or high-growth potential and provides:

- **Unlimited Enhancements and Issue Resolution**: Gain access to a dedicated team of experts focusing on continuous improvement and long-term scalability.

- **Full-Team Support**: A skilled team handles everything from testing to proactive system upgrades, ensuring optimal performance.

- **Priority Communication**: Your needs are always front and center, with faster response times and a client-first approach.

With our flexible support plans, you can maintain confidence in your system's performance while focusing on what matters most–growing your business.

Flexible Monthly Support Structure

At Corpsoft Solutions, we recognize that system stability, security, and performance are crucial to your success. That's why our flexible support plans are created to adapt to your changing business needs, offering structured, results-driven monthly cycles that keep your system running smoothly and efficiently.

Key Features Across All Plans:

1. **Monthly Transparency:** Each plan includes detailed reports on system health, security, resource utilization, and third-party integrations, ensuring you always have full visibility.

2. **Expert Recommendations:** Tailored advice from our team to address inefficiencies, improve performance, and prioritize critical issues based on business impact.

3. **Flexibility and Control:** You decide which areas to focus on, ensuring our efforts align with your priorities. From automated monitoring to proactive improvements, our plans adapt to your current goals.

Benefits of Monthly Cycles:

- **Transparency:** Clear reporting ensures you have full visibility into your system's health and performance

- **Efficiency:** A consistent structure allows for systematic monitoring and timely recommendations.

- **Scalability:** Support plans tailored to your business size and needs, ensuring the right level of engagement and improvements.

Ready to Secure Your Product's Future?

With the Support plan, your product is always ready for the future. Let us handle the details while you concentrate on expanding your business!