

Why do you need Joomla! Managed Hosting?



Not everyone can afford their own dedicated server and shared hosting can be a prime attack vector for hackers as they often host hundreds of poorly secured sites. Even the best site manager can find their site hacked or compromised overnight by a new vulnerability.

Keeping on top of your extensions, templates, users and server configuration can often be a full-time job even with a single Joomla! site – let alone several high-traffic sites.

Based on our 10+ years of experience with Joomla! we have custom built a clean server environment which is optimised Joomla! security and performance and is only used for hosting our clients managed sites after they have passed our initial security audit and continue to pass our ongoing security audits.

Joomla! Managed Hosting service is flexible on an ad-hoc basis. There is no contract to sign and you can stay as long as you need.

Often we are asked to take over websites where the previous webmaster has left or the site has been hacked and left inoperable. We can move your site within a few hours and have it cleaned, secured and up-and-running on our servers within the day.

We offer **unrestricted space and bandwidth**, within reason, and can accommodate sites with low, high or variable traffic figures. Joomla! Managed Hosting starts at only **£100 per month** per site. This monthly fee includes all hosting costs and includes 30 minutes of any-use support per month.*

Fast & Secure Hosting - Global Choice of Locations

Our Joomla! Managed Hosting server environment has been optimised for Joomla! and only hosts sites which have been security audited by ourselves and are running the latest Joomla! release with no vulnerable extensions. The servers are secured, firewalled and fitted with an Intrusion Detection and Reporting system. Individual client sites are firewalled, monitored in real-time and have numerous other features to deter, defeat and report upon hacking attempts.

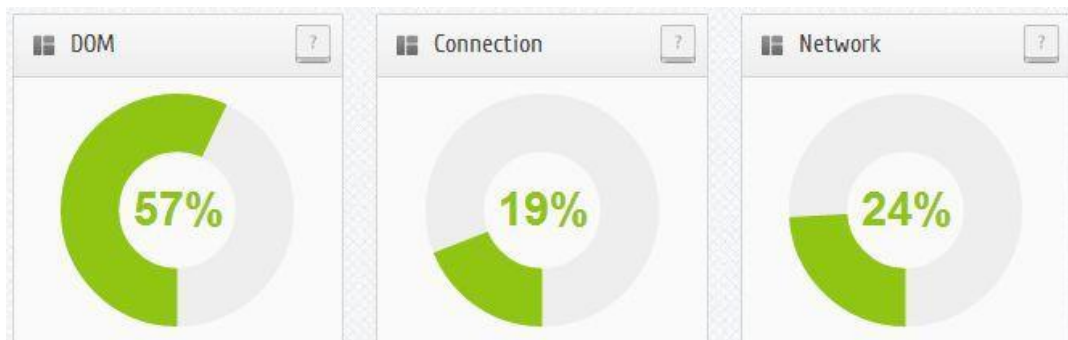
Hands-on Monitoring

Automated systems are good but nothing can replace the human touch. All of our client sites are monitored 24/7 by our own custom systems but individually managed by humans and any issues investigated manually as they arise.

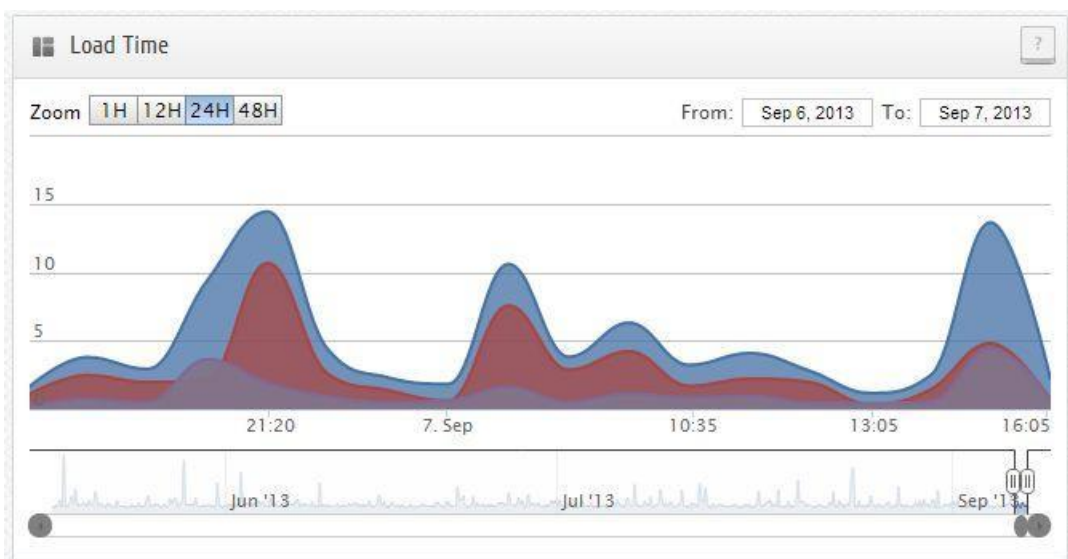
We monitor site uptime and response time every 60 seconds from dozens of global locations. We can run a security scan, update extensions and backup a site instantly and any unauthorised changes to your sites files are notified to us as they happen. We perform 5000 site scans each month and have prevented over 1.25 million intrusions to date.

Real User Monitoring

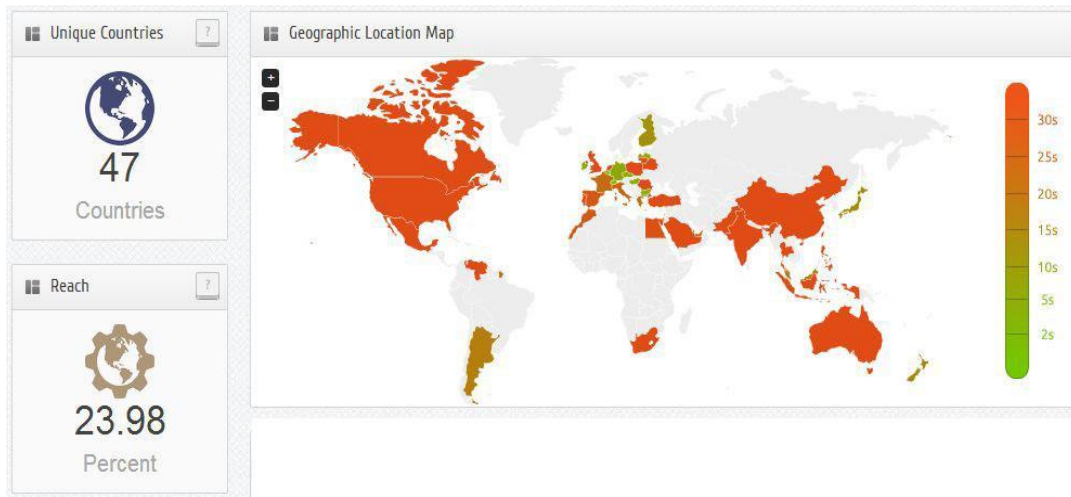
Our real-time RUM tests show us exactly what your users are experiencing. We can see slow pages, connection issues and problems with connections from specific countries. RUM allows us to see how specific browsers and operating systems handle your site and how we can make improvements.



Real User Monitoring - Network Speed



Real User Monitoring - Site Load Times



Real User Monitoring - Global Reach & Response Times

Regular Backups

We backup your database at least once per 24 hours and the full site including all images, documents etc. at a schedule you can define - typically once per week. We keep these backups offline and secure for at least 4 weeks. You can have shared access to your offline backup folder so you can download backups as and when you want.

'Any Use' Support

You can use your monthly support time for site updates, theme changes or just to ask us to add new content. Just submit a support ticket and we'll get on it right away. Having a chat about new feature is always free though!

Rapid Recovery & Free Site Rebuilds

We can usually get a malfunctioning site back online within a matter of minutes and in the unlikely event that your site gets hacked and is either offline or disfigured, we'll rebuild it free of charge as a priority.

What next?

Talk to us about your Joomla! site and we'll get you up and running on our Joomla! Managed Hosting as soon as you like.

Contact Wintercorn today

0800 228 9933

hello@wintercorn.com

www.wintercorn.com

* **The not so small print** - Additional payment may be required for updating commercial extensions. Support hours apply to the current month only and are not rolled over. Due to intrusion activity we block a small number of countries from accessing our server cluster. Ask us if this might impact on your sites visibility to your users. All issues must be submitted via the ticket system at www.wintercorn.com/my-wintercorn

We reserve the right to decline our Joomla! Managed Hosting service to sites which do not fit our general client profile. Web hosting is subject to our terms & conditions, AUP and SLA available at www.wintercorn.com/legal

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