

Actrand Explanation of Services – As of March 2016

Below is a detailed explanation of every service that we offer our customers. The prices for each service can be found on our price list which will have been sent to you.

If you have any questions about our prices or services, do not hesitate to contact us using the contact details at the top of the page.

Consultation, design and build

During consultation, whether it be via email, phone or face to face contact, we will work with you to find out exactly what you want from your website. It gives you the chance to discuss what you want the website to look like, what message you would like it to put across and what functions it will have. Based on this information, we will then start the design process. During this process you will be shown mood boards and wireframes. Mood boards are colour schemes that could potentially be used for your website and wireframes are a basic template of the potential layout of your website. Once you have made a final decision on the design of your website, we will begin building. Build time will depend on the complexity of your website and is something that will be discussed during consultation. Once your website is built, we will ask you to confirm that you are happy with it or whether there are any alterations you would like us to make. Once you are completely happy with your website, it will go live.

Website Hosting

Your website will be hosted on our servers which are run by DigitalOcean and powered by CloudFlare. DigitalOcean guarantees 99.99% uptime for all of our websites, meaning your website should always be online. CloudFlare is a service that ensures that your website is secure. It protects your website from attackers and bots, meaning your website and all of the details on it are safe. If for any reason, your website does go down, we will know about it and will do our best to fix it as soon as we can.



Website Hosting and Routine Updates

For an extra £15 per month on top of hosting, you will be able to email us with any routine updates for your website whenever you want and we will update your site as soon as we can. Routine updates include updating the information on your website, changing or adding photos and any other basic tasks.



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If you want something more major updating, such as the layout of all your pages, this will be classed as a non-contracted update (see below).

Non-contracted Updates

If you won't need your website regularly updating, you can opt to just use our hosting service and then pay for non-contracted updates. This means you will simply pay for updates to your website as and when you need them (no matter how big or small the update). Major changes to your website, such as website redesign, will also be classed as non-contracted updates.

Email Service

We also offer an email service to our customers with the use of Office 365 Business Essentials. Using this service means that you get full access to the Microsoft Office online suite (Word, Excel and PowerPoint online), 1TB of cloud storage per user, a 50GB mailbox per user, malware and spam filtering for your emails and no hassle, as we manage all of your Microsoft accounts.

Extra Design Work

As well as just designing you a website, we can offer you other design work, such as logos, posters, flyers or anything else that you could need. This is charged separately to your website and is completely optional.