



HOSTING101

Hosting & Website AfterCare
Services

INDEX

Security Solutions.....	3
Backup Services.....	5
Website & Hosting Maintenance.....	6
Pricing Structure.....	7

OUR MISSION

Your emails are important, so is your website's performance. Your digital security should be a great priority.

For this reason we have decided to introduce our new Hosting & Website AfterCare Services to our clients.

These services ensure that your website and emails are backed-up and securely protected.

These measures will minimize the risk of data loss and increase security.

We are proud to say that our security procedures adhere to the highest standards. Not only do we protect your business, but we also set our clients' minds at ease about their data being safe and secure.

HOW TO APPLY

All our clients can apply for their package of choice by completing our Registration Form included in this document.

The Registration Form contains the details of what will be covered with each service. It also includes the T&C's that are part of these services.

Security Solutions

Security is of the utmost importance in this day and age we live in.

Keeping your data safe and secure is essential to your business and certainly one of the most valuable services we offer to our clients. Our hosting servers have been penetration-tested and found to be on par with global web hosting security standards.

As a valued client of ours we do not only safeguard and secure your data, we give you the peace of mind that your confidential information stays confidential.



Website Security Updates

Websites built using Content Management Systems (CMS) like WordPress, Joomla and Drupal are often exploited by hackers. You may ask, “But why would anyone want to hack my website?” Two of the most popular reasons for hacking a website is information theft and defamation. But even if you have no confidential information on your website, or you don’t have any enemies or competitors who might want to ruin your reputation by posting false information on your website, hackers often have two other reasons to hack any website:

1. To install scripts that send out spam emails from your website, leading to blacklisting of your domain name and email address; or
2. For the same reason often quoted by mountain climbers – simply because it’s there. Hacking any website is often seen as a “rite of passage” for young hackers wanting to join a hacking community or group.

For this reason, the CMS developers are always looking for potential weaknesses in the platforms they develop. They will then create updates for these platforms in order to eliminate any security weaknesses they have found.

The Hosting101 Website & Hosting AfterCare Services include a weekly Website Security Update service where we will log in to your CMS-powered website and install any updates available, including updates to the CMS itself, its plugins and templates or themes, with all authorised and supported updates available. During the first update session we will also install certain pre-approved and tested security plugins for each platform in order to improve the security level of the CMS.

Password Renewal

One of the simplest ways to improve security is effective password use.

Hackers use four main techniques to gain access to your password:

1. **Guessing.** There are a few very popular passwords that are often used – they include different variations of the following: 1234, qwerty, the word “password”, and “password123”. People sometimes naively believe these passwords are “so simple that no one would guess them”, but they are often some of the first passwords a hacker would try.
2. **Social Engineering.** This is a fancy term for methods hackers use to get your personal information to guess your password. Social Engineering is effective if you use anything personal as a password such as your name, surname, middle name, name of a loved one, telephone number, name of a pet, ID number, street name, or even a word that is written somewhere on your computer or in your office.
3. **Phishing.** A hacker will create a website that looks like a site you visit often, like Facebook or your internet banking page. They will then send you an email that appears to originate from that specific website, telling you that someone has sent you a message or transferred money to you or anything else that would make you want to go to that website. When you click on the link in the email, you are then taken to the fake website where you are requested to log in. When you enter your username and password it is then sent to the hacker.
4. **Brute Force.** This is the process that takes the longest. A system is used that either systematically or randomly tries different combinations of words or characters until it eventually stumbles onto your password. A Brute Force attack is usually a hacker’s last resort, but given enough time, any password can eventually be hacked this way.

To combat all four of these techniques you should create a strong password, change it regularly, and be careful never to enter your password on any website that you accessed through a link in an email.

Though we can’t help you with the last part, Hosting101 now offers a service where we can generate strong passwords for your hosting cPanel, email addresses and website and change those passwords once a month, thereby improving those platforms’ security.



Backup Services

The saying goes that life happens while you're making other plans. This is often the truth – you may not plan to let the latest changes break your website, or to get your website hacked, or to lose that very important email...

But then life happens.

As a Hosting101 AfterCare Service subscriber you can rest assured that your website and / or email is safely stored.

Having your website and emails backed up is not only vital to your business, but is also in your personal life to keep your documents, photos and other sentimental data safe and secure.

Including our backup services to your hosting package will prevent you from ever having to face the loss of very important documents or keepsakes.



Website Backup

We can run website backups 4 times per week and backups are kept for up to two weeks. Should an update fail, or your developer make a mistake, or even if your website gets hacked, we can restore your site by using the backup from up to two weeks prior.



Email Backup

Using the powerful infrastructure of Mimecast, Hosting101 can provide our customers with a full, secure email backup and redundancy platform. Never lose an email again thanks to Mimecast's perpetual, compliant email archiving system.



Data Backup

Through the Druva inSync platform we can offer you affordable backup solutions for all your Windows, Mac, iOS and Android devices. With encrypted cloud storage, remote data access and remote wipe functionality, Druva inSync is convenient, powerful, secure and affordable enough for home, office or enterprise use.

Website & Hosting Maintenance

According to search engine algorithms, a website that remains static is a dead website. One important factor for keeping your website's search engine rankings intact is regular website changes and updates.

With Hosting101's Website Maintenance service we can help you do just that.

This monthly Website & Hosting Maintenance package, which functions on a monthly retainer contract, includes the following:

Publishing Website Updates

Want to change something small on your website? Adjust a price, change contact details, add a photo?

Our Website Maintenance retainers offer you a Hosting101 Web Professional's undivided attention for your chosen number of hours every month. Provide us with the content that you want changed and our team will take care of it.

Blog Posting

Adding a blog to your website can be a great advantage for your web traffic, but only if new blog posts are added regularly. Publishing a blog post can be a time-consuming process, so let Hosting101 assist you by publishing your pre-written posts on your behalf!

Don't have time to write your own posts and no one who can do it for you? Let Hosting101's professional content writers provide you with high quality, Search Engine Optimised content (quoted separately).

Performance Boosting

As your web hosting service provider, we know that our clients' websites and email services need to function at full capacity.

Unfortunately, websites that make use of a database and caching system often get cluttered with unnecessary information that takes up web space and slows down website performance.

As part of Hosting101's Website Maintenance service we will do a monthly Cache and Database Cleanup to keep your website performing the way it should.

Managed Hosting

Time is a valuable commodity so save some time by letting us manage all of your hosting needs, including email account creation and deletion, password reset, MySQL database creation, server-side file permission settings, or any other cPanel-related functions normally performed by the customer.



Pricing Structure

SERVICE	FEATURES	PRICE
Security Solutions	Website Security Updates, Password Renewal	R450 p.m.
Website Backup	Backing up your website 4 times per week (price is additional over and above the monthly or annual hosting fees)	Student Hosting – 150MB: R108 p.a.
		Basic Hosting – 300MB: R228 p.a.
		Standard Hosting – 500MB: R39 p.m.
		Premium Hosting – 750MB: R79 p.m.
		Wholesale Hosting – 2GB: R149 p.m.
	Enterprise Hosting – 4GB: R299 p.m.	
Email Backup (Mimecast Perpetual Archive)	Perpetual, compliant email archive for Business and Enterprise	Setup (Up to 250 Users): R3,780 once-off Recurring: R57.25 p.m. per user (Minimum of 15 Users)*
Data Backup (Druva inSync)	Secure, encrypted, automated cloud backup solution with remote wipe functionality. Backup an unlimited number of devices running Windows, MacOS, iOS or Android.	Setup Fee: R54 once-off
		inSync Cloud 20GB: R64.80 p.m.*
		inSync Cloud 50GB: R90.72 p.m.*
		inSync Cloud 100GB: R164.09 p.m.*
Website & Hosting Maintenance	Publishing website updates, blog posting, performance boosting, managed hosting	R550 per month as a retainer for 1 hour of web updates and blog post publishing as well as managed hosting. Additional hours at R450 per hour.

**Prices are subject to Rand / Dollar exchange rate and should be confirmed when placing an order.*