

# REND'R

## RETAINER INTRODUCTION



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# GROWTH-DRIVEN RETAINER PACKAGES

1

**SIMPLE**  
**5 hours** per month  
**\$500**  
(Save \$125)

2

**CASUAL**  
**10 hours** per month  
**\$1,000**  
(Save \$250)

3

**HELPING OUT**  
**20 hours** per month  
**\$2,000**  
(Save \$1,000)

4

**PARTNERING UP**  
**40 hours** per month  
**\$4,000**  
(Save \$3,000)

5

**BEST FRIENDS**  
**50+ hours** per month  
**\$5,000+**  
(Save \$3,750+)

# WHAT DO YOU GET?

Working on a retainer is a cost effective way for you to access all the services and experience of a talented mix of professionals without the cost of hiring a full-time team. While your choice of retainer may not cover larger 'project-size' services, each option is 100% customisable to suit the needs of your business and if you're running low then packages can be 'topped-up' at the retainers hourly cost. Signing up to a retainer with us will open up the door to a huge amount of services offered by multiple experts, depending on the package you choose this could include:

## DESIGN & MULTIMEDIA:

- Branding system updates & maintenance
- Brand revamps & new design collateral
- Branded documents: portfolio, menus, packaging or annual reports
- Flyers, postcards, business cards & other marketing material
- New web banners, tiles & sliders
- Website/campaign image compilation or creation
- Photo manipulation/re-touching, illustration & character design
- Animation, motion type & motion FX graphics
- Social media banners, ads or campaign imagery
- Blog posts (copy to be provided)

## PROGRAMMING/DEVELOPMENT:

- Daily Backups (stored off-site for 10 days retroactively)
- Weekly anti-virus & malware scans
- Support for security patches/updates released by your websites platform
- 24/7 Phone & Ticket support with immediate phone response & ticket responses within 24 hours
- 24/7 website monitoring (order emails / uptime / backups / successful scans)
- Demo/replica of live website available for ongoing development, testing & to showcase new features
- Fixed Development hours packages available

## THE "NEED TO KNOWS"

- Retainers cannot be carried over to the next month & cannot be transferred
- All additions to the retainer will be locked in & billed at the retainers hourly cost
- All costs & hours are based on monthly terms and schedules
- Minimum 3 months commitment (Minimum 12 months commitment for website hosting & maintenance packages)
- By Signing up both parties agree to give 1 months notice to cancel the contract
- All retainers are non-refundable
- Does not cover external costs such as printing, hosting, font purchase, stock images etc.
- Retainers do not commence until a contract has been agreed upon by both parties



# WEBSITE SECURITY & MAINTENANCE PACKAGES



# WHAT DO YOU GET?

In today's world, cyber security threats and incidents have become the norm, and when your organisation is under a cyber attack, rapid and thorough incident response is essential to minimising the threat and safeguarding your critical systems and data. Time compounds the problem and any delay or inefficiency will only increase the damage and losses from a security breach.

Best practices dictate having a proactive plan in place rather than trying to develop and implement a plan after a breach has occurred. Working on a retainer is a cost effective way to achieve this, utilising a team of experts to monitor your website and implement tried and tested industry-standard measures. Our retainer packages include:

## SIMPLE

- Ticket support with a 24 hour response time
- Daily Backups (stored off-site for 10 days retroactively)
- Monthly anti-virus scan with danger notifications (email)
- 1 hr support for security patches/updates released by your websites platform

## BASIC

- Ticket support with a 24 hour response time
- Daily Backups (stored off-site for 10 days retroactively)
- Monthly anti-virus scan with danger notifications (email)
- 24/7 website monitoring (order emails / uptime / backups / successful scans)
- 2 hrs support for security patches/updates released by your websites platform

## PROFESSIONAL

- Phone & Ticket support with a 12 hour response time
- Daily Backups (stored off-site for 10 days retroactively)
- Weekly anti-virus scan with danger notifications (email)
- 24/7 website monitoring (order emails / uptime / backups / successful scans)
- 3 hrs support for security patches/updates released by your websites platform
- Demo/replica of website available for ongoing development & new features showcase

## PREMIUM

- Phone & Ticket support with a 6 hour response time
- Daily Backups (stored off-site for 10 days retroactively)
- Weekly anti-virus scan with danger notifications (email & phone)
- Malware Monitoring & Notification (email & phone)
- 24/7 website monitoring (order emails / uptime / backups / successful scans)
- 5 hrs support for security patches/updates released by your websites platform
- Demo/replica of website available for ongoing development & new features showcase

## ENTERPRISE

- Dedicated Account Manager
- Phone & Ticket support with a 2 hour response time
- Daily Backups (stored off-site for 10 days retroactively)
- Weekly anti-virus scan with danger notifications (email & phone)
- 24/7 website monitoring (order emails / uptime / backups / successful scans)
- Malware Monitoring & Notification (email & phone)
- 7 hrs support for security patches/updates released by your websites platform
- Demo/replica of website available for ongoing development & new features showcase

# Join our family



**VISY**



ANDREW ROGERS



**MIDNIGHT IT**  
[24/7 SUPPORT]



**M/C**  
MODERN CURRENCY



edward meller



victorian transport association inc.



**buzz.**

**Wilson & Market**



**PVP**



**dingley**  
INTERNATIONAL HOTEL



**LIDO**



**TOORAK VILLAGE**

**TORI.**  
[TORI ALLEN EVENTS]

**PRENAX®**

