GUIDE 06 / 06

Maintenance & support *explained simply.*

Why software needs regular care and what a maintenance contract with Ergon Code takes off your hands.

01 What is it about?

Software is never quite finished. Operating systems, browsers and software components are updated constantly, security holes are discovered, and even a server can fail now and then.

With a maintenance contract, Ergon Code makes sure on an ongoing basis that your application stays secure, up to date and online – for a fixed monthly fee, with agreed response times and an allowance of hours for your requests.

This also applies to software not built by Ergon Code: after an initial review you know exactly where you stand.

> AN EVERYDAY COMPARISON
>
> *Like servicing a car: if you have it serviced regularly, you drive more safely and avoid the expensive repair after a breakdown.*

02 Typical examples

- A security update is installed before the hole can be exploited
- A night-time outage is noticed and fixed before your customers call in the morning
- Accidentally deleted data is restored from the backup
- A new field in a form – done from the monthly allowance

03 Do I need this?

It is worth thinking about when …

- ✓ Your application runs, but nobody has updated it for months.
- ✓ The original developer can no longer be reached.
- ✓ You only hear about outages when customers get in touch.
- ✓ You are not sure whether and where your data is backed up.

04 What you get

01

Updates

Security and software updates, tested before they are installed.

02

Monitoring

Availability and errors are watched around the clock – so problems are noticed before your users notice them.

03

Backups

Daily backups, with restores tested regularly.

04

Hours allowance

A fixed number of hours per month for small changes and questions, plus a monthly report in the client portal.

05 How it works

1 **Review · 1 week**
Check the code, server and components and name the risks clearly.

2 **Contract and access · a few days**
Agree services, response times and allowance in writing.

3 **Ongoing care · monthly**
Updates, monitoring, backups and your requests.

4 **Report · monthly**
What was done and what comes next, in the client portal.

06 What you contribute

- → Access to server, code and domain
- → Requests ideally via the client portal or the Ergon app
- → A quick message if you notice anything unusual
- → No changes to the system of your own without agreeing them first

07 Frequently asked questions

What if the allowance is not enough?

Additional hours are billed at the agreed hourly rate after we have agreed them with you. You can see where you stand in the client portal at any time.

How quickly do you respond to problems?

Response times are set out bindingly in the contract, graded by how urgent a problem is.

How do I report a problem?

As a ticket in the client portal or the Ergon app – nothing gets lost and you can always see the status.

What happens when the contract ends?

You receive all access details, the current state of the code and documentation of the latest work. You stay independent.

08 Mini glossary

Update	A new version with bug fixes or security improvements.
Monitoring	Automatic watching of availability and errors.
Backup	A safety copy of your data.
Response time	The time until someone takes care of a report.
Ticket	A request with a number and history that is followed until it is solved.

About Ergon Code

Ergon Code is a web and mobile development studio from Bochum, Germany. Behind it is Obih Uchenna John: from the first conversation through development to maintenance, you talk to the same person.

Every project gets its own client portal. There you see progress, milestones, contracts and invoices in one place – in the browser and in the Ergon app.

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or a transparent estimate

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Let's talk.

Briefly describe what you have in mind. Within 24 hours you get an honest, no-obligation assessment – even if the answer is that you don't need something.

→ `ergon-code.dev/en/contact` `hello@ergon-code.dev`

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