



WEBSITE PERFORMANCE & SECURITY GUARANTEES

Mudgee | **Orange**
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OVERVIEW

Hi Tech Creative takes pride in our commitment to providing our customers with quality websites. We make sure that our customers receive the best possible service with outstanding support and maintenance, while giving your website longevity and all the features you expect from a quality modern website and everything that it will need to benefit your business.

PERFORMANCE AND SECURITY GUARANTEES

Speed

Our websites are developed with considerations of speed in mind. This includes providing advice to our clients and implementing the following during the construction and hosting:

- Selection of plugins for speed and security
- Efficient use of HTML, javascript and CSS during development
- Effective compression of images to reduce load times while maintaining visual quality
- Implementation of gzip to reduce load times
- Cloudflare CDN available at client's request

Security

Hi Tech Creative can implement a security plugin such as Securi or Wordfence on the website (available upon request) however we do not recommend the reliance of Wordpress security plugins for your website security as they place additional load on the server and are not as effective as good server-side security practice.

We implement the following server-side monitoring and website security practices to ensure the effective security of your website:

- Utilisation of .htaccess rules to implement functionality similar to that of Wordfence/Securi (6G firewall)
- Selective use of Wordpress plugins and themes
- Lockdown of code execution to correct locations
- Brute force login restrictions
- Automatic enforcement of strong password policy
- Both incremental and full back solutions stored on a separate server
- 24/7 monitoring of Wordpress core and plugin updates
- Updating of Wordpress core and plugins performed weekly
- Staging server available to test major software updates before implementing
- 24/7 monitoring of website uptime status and error logging
- SSL (Secure Sockets Layer) certificate provided by cPanel. Trustwave SSL certificates available on request.

Uptime

Our goal is to achieve 100% uptime for all our hosting clients. Our hosting is based in Australia and includes a fully redundant DDoS-protected network that utilises enterprise grade Dell hardware, RAID disk mirroring and a variety of other technical implementations to achieve uptime goals.