

Drupal update service

Guide prices*

- For websites hosted by Netuxo: £90.00 per quarter
- For websites hosted elsewhere: £135.00 per quarter

* Sites hosted by Netuxo benefit further from integration with our remote code repository and nightly backups.

** Each contract is priced individually based on complexity of the site and anticipated time required for performing the service

Aside from this contracted updates service we are also prepared to carry out updates on a more ad-hoc basis (eg bi/annually) and simply charge for the hours taken.

Sample contract offer

Limitations

- Updates to Drupal core will be to the latest version of Drupal your site runs. We will not update the your site to a new major version of Drupal (eg migrating from 6 to 7, or 7 to 8) as part of this contract. If you would like to find out about migration options at any point, please contact us and we would be very happy to discuss with you.
- Where updates to core or contributed modules negatively impact site functionality or display we will discuss with you the best way forward. Additional charges may apply in these cases (eg when a module is deprecated and new functionality needs to be considered and installed).
- We guarantee to perform the updates service at the stated intervals and cost, and to best of our professional abilities. However, due to the varied threat sources and opportunities and the speed at which new threats present themselves, Netuxo Ltd does not (cannot) guarantee the absolute safety and security of any website under its care.

Software Updates

The service is to ensure that the software the site uses is never more than three months out of date. To this end Netuxo will periodically do as follows:

- Negotiate with you to agree a mutually convenient date to check the site and apply updates
- Check what updates are available for the Drupal core and modules used on the site
- Read documents about available updates, and decide whether we think they can be usefully applied to your website

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- Assuming there is at least one update we will set the site 'read only' and make a private copy of the site to our development server
- Apply available updates as appropriate to the copy of the site
- Re-apply any previously applied patches where possible (and advise where not)
- If we are happy that the updates do not cause any problems then replace the live site with our updated copy, and take out of read only mode
- If we are unhappy about the impact of updates we will consult with you about the best way forward. Additional time and costs may be required
- Set a deadline for the next update no more than three months later
- Write to you to let you know what we've done

On some occasions we may find that there no available updates that would be of value to the site. On other occasions we may find that there are many updates required which take a lot of work. Sometimes critical security updates will be released and we will apply these as soon as possible, irrespective of when the last update was carried out. In any case there is no variation of the cost to you and we will set the new deadline three months into the future.

Contract Term

This updates contract will continue indefinitely unless cancelled by either party. Any cancellation will be in writing and requires three months notice.

Any other variation to this contract must be agreed by both parties.

Payment

We will invoice you for updates service after the first update and then once every three months after that. Each invoice will be for a fixed amount, and is to be paid within 30 days. All prices ex VAT.

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This price variation reflects the time saved by being able to run Drupal-specific tools - and move data quickly and easily - on our own servers. Sites hosted by Netuxo benefit further from integration with our remote code repository and nightly backups.