



# SiteWatch

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Expert site support and maintenance for  
AuctionServices customers





SiteWatch by 10Up offers an all-in-one site monitoring, proactive maintenance, and developer support solution from the team entrusted to make and support websites for brands like Microsoft, Disney, Coca-Cola, and Facebook. SiteWatch keeps your website safe, reliable, and cared for, so you can focus on your business.

SiteWatch packages include routine software updates and patching, monitoring, and support. Whether you need a change made to your website, an occasional feature tweak, or have a question, the SiteWatch team is your expert partner to lean on.



**With SiteWatch, you get access to:**

- Ticket-based website changes and updates
- Troubleshooting support
- Routine and urgent software upgrades
- 24/7 emergency support for any outage or security event
- Dedicated monthly support hours
- Regular updates to your site's plugins, including AuctionService's themes and features.

***All for a predictable monthly price that keeps you fully covered.***

**“ SiteWatch is your website's warranty and service package – it's the peace of mind that 10Up has your back, no matter what happens.”**

– Jake Goldman  
President of 10Up



SITEWATCH

# Key Features

SiteWatch combines white glove service with enterprise-grade tools to ensure your site keeps running without a hitch.

Here's a deeper look at the SiteWatch key features:



## 24/7 Peace of Mind

Round-the-clock, on-call expert support in the event of a site emergency, covering outages and security intrusions.

And if something does happen, the SiteWatch team coordinates with other third parties to resolve them – one point of contact to keep you updated.



## Expert Site Management

We manage every aspect of your site so that it's fast and safe, and we proactively monitor the site to make sure it stays that way.

At your preference, the SiteWatch team manages other important parts of your digital presence too. Domain name management makes sure that your domain is renewed annually and pointed to the right place. And web hosting by SiteWatch, available at additional cost, makes sure your site is always online.



## Regular Updates and Patches

Quick and proactive security updates for WordPress core and major plugin vulnerabilities to protect against security breaches.

Monthly upgrades for WordPress core, AS4, and all other themes and plugins, fully tested against critical site features to ensure site continuity.



## Support and Troubleshooting

Dedicated monthly support hours, usable for any challenge. Common use-cases include:

- General content management and entry support, including questions about your editorial tools and requests to update content.
- Small bug fixes and feature changes, like adding a contact form to your home page.
- Assistance in making minor updates to the site design, like changing your logo or fonts or updating colors.
- Answers to any technical questions you might have.



## Predictable, Affordable, and Simple Billing

Your flat monthly fee starts at \$750/month, and covers all the time it takes to manage any site emergency, and all of your updates and patches. Never worry about a surprise bill, or an unexpected emergency ruining your budget.



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# Frequently Asked Questions

## How do SiteWatch and AuctionServices work together?

SiteWatch is AuctionServices' exclusive ongoing support partner. SiteWatch and AuctionServices work hand-in-hand to onboard AuctionServices customers onto the SiteWatch platform, and to plan and launch future AS4 updates and improvements.

## Who is behind SiteWatch?

SiteWatch is a website maintenance and support product created by 10up, a full-service digital agency specializing in crafting platforms and tools for content creators.

## How do I know if SiteWatch is right for me?

SiteWatch is built for website and business owners seeking the peace of mind that an experienced support and maintenance partner provides. We make sure that your website stays safe, fast, secure, and up-to-date, and keep an eye out for any issues. We give you a team to rely on if you have any questions or need tweaks or changes made to the site. We worry about the details so that you don't have to, and we make sure you have someone to reach out to if you ever need to.

If your website exists to serve your business, SiteWatch might be a fit for you.

## How do I get started?

To get started, just email us at [auctionservices@10up.com](mailto:auctionservices@10up.com). The SiteWatch team works alongside AuctionServices to make the transition as seamless as possible.

## What information will I need to provide to the SiteWatch team?

Many AuctionServices clients will only need to share contact and payment information.

If you're interested in having the SiteWatch team manage your domain name or host your website, we'll need a few more things, like access to your current webhost and to your domain registrar. If you need help getting the details together, don't worry: extra onboarding support is available if needed.



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# Packages & Pricing

Don't see what you need? Get in touch—custom support plans are available.

	<b>Starter</b> \$750 per month, per site*	<b>Growth</b> \$2,000 per month, per site*
Routine Updates	Monthly	Monthly
Security Updates	Within 16 business hours	Within 16 business hours
Ticketed Support	1 hour	8 hours
Service Level Objectives	Ticket response: 2 business days Site Down Emergency: 30 min	Ticket response: 2 business days Site Down Emergency: 30 min
Additional support Subject to availability	\$250 per hour Up to 8 hrs per month	\$250 per hour Up to 16 hrs per month
24/7 Monitoring & Emergency Resolution	✓	✓
Domain Name Management & Renewal	✓	✓
Web Hosting	Available (Additional Cost)	Available (Additional Cost)

\* Minimum 6 month commitment. Additional onboarding fees may be required if you need assistance obtaining login information or other details related to your existing website hosting or domain name.



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# What Clients are Saying About SiteWatch

When Dr. Michael Reinhorn connected with 10up, he had a digital fiasco on his hands. After moving his clinic's website to a new domain name, Boston Hernia, lost 97% of its website traffic. For a company that relies on organic search engine traffic for half its business, this was devastating.

Aware of his need for both ongoing support and occasional maintenance, Dr. Reinhorn signed Boston Hernia up for a SiteWatch Readiness audit that revealed critical underlying website issues related to the migration. After working with 10up to stabilize the site, remove security vulnerabilities, and boost the site's performance, Boston Hernia signed on for ongoing SiteWatch services.

**“ We experienced a huge increase in traffic and improved site stability after our initial work with 10up. They really know WordPress, so it was an easy decision to stick with them for ongoing site support, monitoring, and maintenance.**

**It is very hard to find experienced professionals who deliver excellent work and do the job right the first time. I am super picky about the companies we work with and this has been a really good partnership. Vasken, Dana, and the rest of the 10up team respond quickly to tickets, communicate clearly, and provide solid advice on the best and most effective ways to accomplish our goals.**

**Having a partner we can rely on provides peace of mind and the investment in SiteWatch is returned in multiples through a well-running site. If your website is an integral part of your business, it's important to have a trusted partner in place who is constantly maintaining the site, monitoring the site for issues, and preventing potential catastrophes.**

**For us, it's a no-brainer to partner with 10up.”**

— Dr. Michael Reinhorn  
Boston Hernia

# Interested? Contact Us!

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If you want the peace of mind that an expert is caring for your AuctionServices site, then get in touch.

Email us: [auctionservices@10up.com](mailto:auctionservices@10up.com)

