

OmniHyper's Ongoing Maintenance & Security Program (OMSP)

Keeping Your Website Secure, Updated, and Always Ahead

At OmniHyper, we understand your website is the heart of your business. That's why our OMSP is designed to ensure your site is secure, performs at its peak, and stays ahead of ever-changing internet demands.

Here's how we keep your website unstoppable:

1. Proactive Maintenance & Updates

- **Stay Compatible and Fast:** As browsers and user software evolve, your website's code needs regular updates to ensure smooth performance for every visitor.
- **Monthly Content Management System Updates:** For platforms like Joomla! and WordPress, we provide essential security and software updates, reducing vulnerabilities and ensuring you're running the latest technology.
- **Mandatory Security Upkeep:** This service is essential to protect against hacks and keep your business running seamlessly.

2. Security & Insurance at No Extra Cost

- **Built-In SSL Protection:** Your secure certificate (SSL) is included, safeguarding your site and its visitors.
- **Immediate Response to Threats:** If your website is hacked, we'll know before you do—and we'll fix it without additional charges. Think of this as an insurance policy for your digital presence.

3. Reliable Support When You Need It

- **Guidance Made Easy:** Whether it's questions about your email setup, domain, or website components, our team is here to help at no extra cost.
- **Priority Assistance:** Our low monthly fee gives you peace of mind with direct access to expert support.

What's Included in OMSP?

- CMS software updates and essential security patches.
- Error monitoring and resolution for most issues—often before you even notice them.
- Answers to your technical questions and guidance for minor email or domain changes.
- Initial scoping and follow-up for major projects (first hour free for OMSP partners).
- Early access to OmniHyper's latest innovations and exclusive deals.

What's Not Included?

To keep the program cost-effective, some services are chargeable, including:

- **Content Changes:** If you'd like us to add, remove, or edit content on your website – such as opening hours or other text.
- **Cosmetic Updates:** Adjustments like adding pages, changing images, or refreshing branding.
- **Technical Changes:** Updates to booking integrations, site forms, or similar features.

For these services, we charge in 15-minute increments at competitive rates. You'll always receive an invoice after work is completed.

Swift Action for Critical Issues, Timely Attention for All Others

At OmniHyper, your peace of mind is our priority. We understand that technical issues can arise at any time, and when they do, speed matters.

Urgent Technical Problems—Handled Instantly

For critical issues included in your OMSP—such as errors or security breaches—we spring into action the moment we're notified, regardless of the day or hour. Rest assured, your website is in safe hands, and we'll work tirelessly to keep it secure and operational.

Chargeable Requests—Next Business Day Attention

Requests outside the scope of your OMSP, such as content updates or design changes, will be scheduled promptly and addressed starting the next business day. This allows us to deliver the attention and quality such tasks deserve while keeping our resources focused where they're needed most.

How to Create a Case

Whenever you need assistance, creating a case with OmniHyper is quick and simple. We're here to help, 24/7/365.

1. **Email to Case**

Send an email to support@omnihyper.com, including details about the issue and any relevant attachments. This is the fastest way to notify us.

2. **Web to Case**

Visit omnihyper.com and complete the support form. Just provide the details, and we'll take it from there.

3. **Phone to Case**

Call us during business hours (8:30 AM–5:00 PM, Monday to Friday). We'll create a case on your behalf and assign it to our team.

Phone Numbers:

Australia: 1300 209 631

Ireland: +353 87 690 1032

New Zealand: 0800 683 782

What Happens Next?

- **Instant Acknowledgment:** You'll receive a unique case number to confirm we've received your request.
- **Swift Resolution:** Your case will be routed to the best-qualified expert to resolve the issue promptly.

No matter how you reach out, rest assured we'll work quickly to keep your website running smoothly and securely.