

Concerto is a series of subscription based services that accompany your website to help provide the best hosting, support and security for your project on an on-going basis.



### Concerto Symphony

Your website is secured and maintained at its best when you combine all 3 Concerto services together. This means we can instantly update your website based on security and maintenance requests and deploy any changes instantly with zero downtime.

hosting + security + sup




### How do I get started?

Contact Harmonic for details and a contract.

web [www.harmonicnewmedia.com](http://www.harmonicnewmedia.com)  
email [studio@harmonicnewmedia.com](mailto:studio@harmonicnewmedia.com)

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 linkedin

ng + security + support

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## Concerto Hosting

Harmonic's website hosting platform stands on the shoulders of giants in the form of the world-wide infrastructure of Amazon Web Services. Our local Australian and internationally based servers are highly optimised, regularly updated and secured for website hosting.

## Staging/Production Environments

Combined with our custom deployment infrastructure a hosting account provides you with not only your live website but a password protected staging version where new changes can be tested and reviewed before they are deployed (with one click and zero downtime!) to your public website.

## Backups

Backups are performed daily and stored on separate secured servers, with limited access. The backups are retained on hot storage (instant access) for 30 days, and then cold storage (several hours retrieval time) for a further 11 months.

Additionally all website data is version-controlled meaning it can be instantly rolled back should a problem occur.

## Flexibility

Concerto hosting comes with generous amounts of storage and data transfer with the flexibility to upgrade during your contract period as your requirements increase.

### Concerto Hosting Plans\*

Introductory	Plus	Extended	Pro
500MB webspace 1 GB traffic/month Daily Server backups	2GB webspace 10 GB traffic/month Daily Server backups	6GB webspace 15 GB traffic/month Daily Server backups	10GB webspace 25GB traffic/month Daily Server backups
Staging Server + 1 click deployment + Zero downtime deployment			
<b>\$260/year</b>	<b>\$550/year</b>	<b>\$900/year</b>	<b>\$1,600/year</b>

\*\$80 once off setup fee applies to all new accounts.



## Add-ons

### Email Services

Google Apps for work (formerly “Google Apps for Business”) is a suite of cloud computing productivity and collaboration tools and software offered on a subscription basis by Harmonic on behalf of Google as an official Google Apps for Work reseller.

Technical support will be available via Harmonic (primarily) with access to Google Support in terms with their terms and conditions available at [https://www.google.com/apps/intl/en/terms/reseller\\_premier\\_terms.html](https://www.google.com/apps/intl/en/terms/reseller_premier_terms.html)

Fees	Amount	Frequency
Administration	\$50	One charge p.a.
Email License	\$60/email account	p.a.
Setup	\$80/email account	Once per initial setup

#### Google Apps for Work also includes:

- 30 GB of Google Drive online cloud storage
- Google Docs, Sheets, Slides office suite
- Google Forms for online data collection
- Calendar
- Hangouts online collaboration
- Local support from Harmonic New Media

## Domains

Harmonic can register and manage the configuration of your organisation’s domain names.

TLD	Cost	Period
.com/.net	\$50	1 year
.au	\$80	2 years

Other domains available contact us for pricing.

## Security Certificates

Harmonic can purchase and configure/install SSL security certificates for your website and combine with your hosting account.

Setup fee (once-off)	Annual Fee
\$165	\$200/year

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All prices are ex. GST

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## Concerto CMS Security

Harmonic uses some of the most advanced and popular content management systems available. But this popularity means these systems become susceptible to software hackers. To protect you against this threat our Concerto CMS Security (CCS) subscription means that every time a new security update is released we will apply it to your system\*.

### What do we do?

#### As part of a CCS subscription we will:

- Install all security updates flagged as “critical” within 5 business days of release
- Patch all non-critical updates once a month
- Test updates on staging environment and allow for client user acceptance testing (UAT)
- Monitor your site for updates to the core CMS and any installed plugins/modules.

### Why do we do it?

Should vulnerabilities be discovered in your system that may be exploited to gain access to your system. By keeping up to date with fixes to these vulnerabilities your chance of having your site exploited is drastically reduced.

#### Platform based pricing

Wordpress	Drupal
<ul style="list-style-type: none"> <li>• Install security updates</li> <li>• Patch non-critical updates</li> <li>• Update testing</li> <li>• User acceptance and deployment</li> <li>• Website version monitoring</li> <li>• Core and installed plugins</li> </ul>	<ul style="list-style-type: none"> <li>• Install security updates</li> <li>• Patch non-critical updates</li> <li>• Update testing</li> <li>• User acceptance and deployment</li> <li>• Website version monitoring</li> <li>• Core and installed modules</li> </ul>
<b>\$800/year</b>	<b>\$2,000/year</b>

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\*Requires a Concerto hosting subscription, all prices are ex. GST

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## Concerto Support

We are happy to offer support and maintenance services on an ad hoc basis however increased control and flexibility can be offered via the bulk purchase of pre-paid hours.

### How much can I save?

Our standard hourly rate for ad hoc support is \$165/hour. We also charge a minimum 30 minutes. By pre-paying work is charged in 5 minute increments and is charged at one of the following hourly rates:

Hours prepaid	10-29	30-49	50-100
Reduced rate*	\$157	\$149	\$140
Saving (%)	5%	10%	15%

### What can I have done?

As long as you have support credit in your account (and no active quotations or pricing negotiations) any ad hoc website related work. This includes design, development, updates, enhancements, maintenance, communications, support, analysis or training - basically any of our labour services!

### How can I keep tabs on my support credit?

Harmonic is an established and professional website solutions company with an excellent reputation based on building long term, mutually beneficial business relationships with our valued clients. We will perform all work as efficiently as we can in the minimum time. Note that we will include the total time taken to bring a job to successful completion, including testing, communications, project management, etc.

You will get charged according to the total amount of time taken by the person(s) assigned to the work, which will naturally vary to some degree depending based on skills and experience.

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\*Prices exclude GST, any hours purchased expire after 12 months.