

A man and a woman, both wearing blue and white striped aprons over their casual clothing, are smiling and looking at a tablet held by the man. They appear to be in a kitchen or food service environment, with warm lighting and a blurred background showing shelves and plants.

Never worry about your website again

We take the worry out of web maintenance and put the power of your site back to work.

PARKER
WEB SERVICES

Delighting clients since 1999

Tel: 877-321-2251
www.parkerweb.com



**Eliminate the stress of
maintaining your website**

There is a better way!

**Chances are you're not a website pro...but we are!
We handle everything so you can focus on your business.**

Your website is one of the most important parts of your business. It's there working for you 24/7 telling your story, selling your products and services and more. Don't let website issues cause disruption for your business.

**Website Complexity
Solved**

Websites require ongoing maintenance – from adding new company or product information, to changing employee and email listings, to other common tasks.

Today's websites are complex – often built using a variety of platforms to get the job done. These platforms require routine maintenance, including software updates, plugin updates, integration updates, security updates and

more. One key element out of sync, and your site can go down or cause an afternoon of headaches at best.

Other times, those "do it yourself" updates prove more of a challenge than their worth and can be more difficult than expected.



Cost-Effective Solutions

Here's where the pros at Parker Web shine. Let go of the stressful and mundane tasks of maintaining your website by letting us take care of them. We offer cost-effective solutions tailored to your needs– so your site keeps running as it should.

Protection, prevention and prediction
That's what proactive website maintenance is all about. When you work with Parker Web Services, we serve you so you can focus on your business.

We work with and support major web platforms so you don't have to!



Company History

In 1999, Darryl Parker founded Parker Web to build web sites for small businesses. By 2008, Parker Web had earned the trust of enough ongoing clients to justify development of a robust system for handling maintenance and support requests. This dedicated system proved to be such a helpful tool in a previously overlooked service niche that by 2012 Parker Web had transitioned completely to website maintenance services.



Most of Parker Web's team members are a blend of all US-based full-time and contingent staffing. We've got over twenty years of experience in working with small businesses just like yours.

Our numbers speak volumes about our level of service.



~1.5 Hours

This is the average first response time within normal business hours before we start work on your request. We start your request **within hours** – not days or weeks.



4,174 Tickets

Tasks two hours or less are often done in two business days or less, and often the same day. Our business is focused on website maintenance tasks. It's all we do every day.



98% Satisfaction

Customer satisfaction rating from over a year of completed surveys sent after each completed ticket.

"Parker Web does a phenomenal job taking care of their customers. We send in a request for support and they take care of it immediately – every single time. Reminds me of the good ole days of customer service."

Maintenance Plans and Pricing



5
Hours

Growth Plan

- 5 Hours Per Month
- Save Any Unused Hours
- No Contract

30-Day Money Back Guarantee

\$499/mo **33% Savings!**

3
Hours

Basic Plan

Our most popular plan!

- 3 Hours Per Month
- Save Any Unused Hours
- No Contract

30-Day Money Back Guarantee

\$329/mo **26% Savings!**

10
Hours

Pro Plan

- 10 Hours Per Month
- Dedicated Acct. Mgr
- Save Any Unused Hours
- No Contract

30-Day Money Back Guarantee

\$949/mo **36% Savings!**

Bankable Hours

Unused hours are stored for up to 3 months. Although rare because of the proactive nature of the Parker Web service, hours not used after 3 months are lost. Hours in excess of this monthly plan amounts are billed at \$120/hr at the end of the calendar month. Hours immediately expire upon cancellation of any plan. Time is billed in 15-minute increments.

No Contracts

We like to say we earn your business each and every month. Our plans are month-to-month and can be upgraded or downgraded at any time. There are no refunds for time purchased.

Rapid Response

Parker Web's goal is a maximum two-business-day turnaround on a task requiring less than 2 hours to complete. Many times tasks are done within minutes of being requested. In-person or on-site work is not available.

Multiple Websites?

Awesome! Time purchased can either span all your domains or be applied to individual domains as you require. We track all work and report time at the domain level. Additional standard website hosting is included. There is a maximum of 5 email accounts per maintenance plan. Additional email addresses are \$3 per month each.

Online Ticket System

Easy submission of requests via direct email to Parker Web. Your email generates a traceable ticket and enters into a queue for rapid completion.

Proactive Website Maintenance

Parker Web monitors your website for optimal performance. Website systems unique to your website installation will require regular updates or website maintenance. When critical in nature – such as a security patch or a version update – this work is done immediately and billed to your account. Non-critical items are presented as a ticket for your approval prior to work being completed.

Time Tracking

Parker Web has a proprietary time accounting system that tracks all details of activities, including website maintenance, on your account. A report is available at any time upon request.

Questions?

Call us at 877-321-2251 and let's get your website maintenance needs under control. We're here to help! :)

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Don't take our word...take theirs.

A few words from valued clients.

The support ticket system is very easy to use and submit. The response time was quick and resolution was even quicker.

"In all our years of doing business, we have never come across a more caring and knowledgeable group as we have at Parker Web!

"I am beyond impressed with the level of service your team provides and your turn around time is amazing. I know that no matter what issue or fix I need for my website, that your team will get the job done quickly and do it right the first time."

"In all our years of doing business, we have never come across a more caring and knowledgeable group as we have at Parker Web! Their team is OUTSTANDING and that's putting it mildly! We are honored to be associated with Parker Web and will recommend Patty to everyone we know!"

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