



SOLIDCO SERVICES

# 24/7 Enterprise Support

Round-the-clock support for business-critical sites and systems - monitoring, rapid response and clear SLAs so you're never left waiting.

**ABOUT SOLIDCO**

**We are SolidCo, a full-service digital studio crafting clean, high-performance experiences that feel intentional, fast and built to last.**

We design, build and refine websites, applications and digital systems for businesses that want to stand out and move fast. With one clear point of contact, straightforward communication and experienced designers and developers behind every project, we keep the process focused and the details considered. From the first idea through to launch, support and everything that follows, every project is built on solid thinking and made to leave a lasting impression.

We also believe good work means staying connected to the industry that shapes it. SolidCo is a member of the Australian Web Industry Association (AWIA) and the .au Domain Administration (auDA), a Microsoft AI Cloud Partner, and part of the Amazon Web Services (AWS) Partner Network. Behind the scenes, we subscribe to industry alerts for security vulnerabilities (CVEs) and stay across the Australian Cyber Security Centre's (ACSC) cyber threat alerts - so the work we ship stays current, secure and supported.





## HOW WE WORK

# Bold ideas, solid delivery

### 01 Discover

We learn your goals, audience and constraints, then map a clear plan with real priorities.

### 02 Design

We shape the structure, brand and interface – refining together until it feels right.

### 03 Build

We develop with clean, tested code and prepare for a smooth, confident launch.

### 04 Support

After launch we keep improving – updates, new features and support.

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## OVERVIEW

**Round-the-clock support for business-critical sites and systems – monitoring, rapid response and clear SLAs so you're never left waiting.**

When your website is business-critical, downtime isn't an option. Our enterprise support keeps things monitored, patched and responsive around the clock, with defined service levels and clear escalation – so there's always someone watching.

## WHAT'S INCLUDED

- ✦ 24/7 monitoring
- ✦ Defined SLAs
- ✦ Security patching
- ✦ Escalation paths
- ✦ Priority incident response
- ✦ Uptime & performance checks
- ✦ Backups & recovery
- ✦ Regular reporting

**The result:** Peace of mind that someone's always watching.

## How we deliver it

### 01 Monitor

We watch uptime, performance and security around the clock.

### 02 Detect

Automated alerts flag issues the moment they appear.

### 03 Respond

We act fast to defined SLAs with clear escalation.

### 04 Prevent

We patch, harden and improve to stop issues recurring.

#### GOOD TO KNOW

##### **What are your response times?**

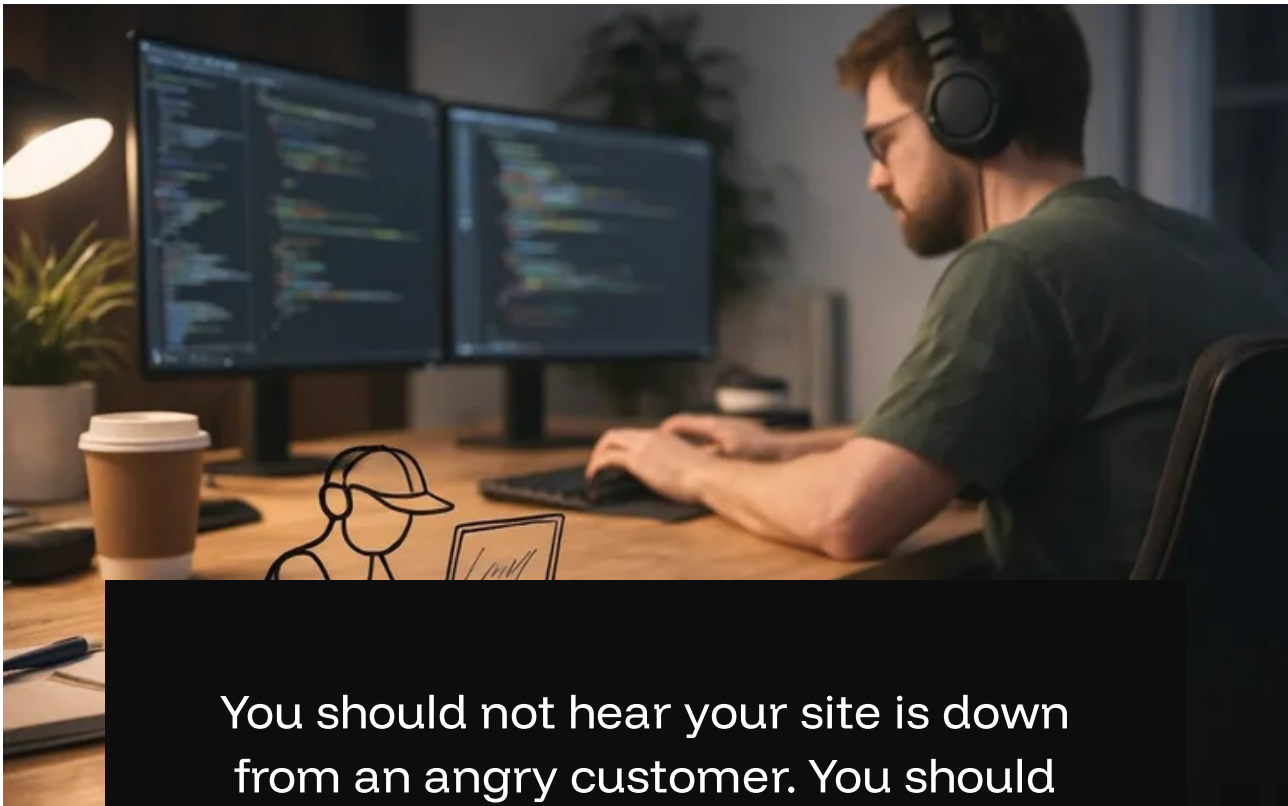
They're set out in a clear SLA agreed with you, based on severity and impact.

##### **Is this only for large businesses?**

It's ideal for business-critical sites of any size that can't afford downtime.

##### **Do you cover security too?**

Yes - monitoring, patching and incident response are part of the service.



You should not hear your site is down from an angry customer. You should never hear at all.

ALWAYS ON

## **Downtime does not check your office hours, so neither do we**

The internet does not clock off at five. When your website is the business – the storefront, the booking system, the thing that takes the money – a quiet outage at 3am is a very loud problem by breakfast.

**ALWAYS ON**

For a business-critical site, we-will-look-at-it-Monday is not support - it is a gamble with your revenue and reputation. Every minute of downtime is orders not placed, customers turned away and trust leaking out through an error page. Our enterprise support exists to make sure that gamble never has to be taken, because someone is always watching the dials.

The trick to reliability is that most of the real work happens before anything goes wrong. We monitor uptime, performance and security around the clock, so problems announce themselves to us in a quiet alert rather than to your customers in a broken page. The best incident is the one your users never notice, because it was caught and handled while they slept.

When something genuinely urgent does happen - a spike, an outage, an attempted breach - you do not want to be reading the fine print wondering who to call. You want defined service levels, clear escalation and a real person already moving. That is what we agree up front: exactly who does what, how fast, at what severity. No ambiguity in the moment that matters most.

And every incident feeds back into prevention. We patch, harden and tune so the same fire cannot start twice, and we report clearly so you can see the health of your systems rather than just hoping for the best.

**ALWAYS ON**

It adds up to the most underrated feature in technology: the quiet confidence that someone competent has their eyes open, always.

There is also a hidden cost to the do-it-yourself approach that rarely shows up until the worst moment: the 3am scramble, the one person who knows the server, the frantic search for a password nobody wrote down. We replace all of that with process – documented, monitored, rehearsed – so a crisis is met with a checklist rather than a panic. The value is not just faster fixes; it is that your own team gets to sleep, take holidays and think about growth instead of living one alert away from disaster.



LET'S TALK

# Have a project in mind? Let's build something solid.

Tell us what you're after and we'll get straight back to you with clear next steps and an honest estimate, no pressure, no jargon.

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