

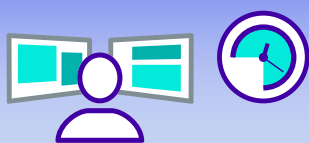
BigCommerce Technical Support and Website Maintenance

Priocept have over 15 years of experience in delivering web application support services for some of Europe’s largest organisations. We are a certified BigCommerce partner and have built a wealth of experience and accreditations in the course of building and running BigCommerce stores.

Support Packages

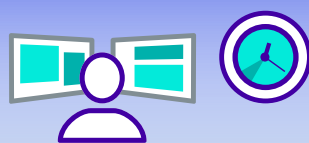
We are here to provide a helping hand whenever it’s needed. Whether you need support with uploading products to BigCommerce, are consumed with the complexities of applying global tax rules, or require custom development to optimise your store, Priocept consultants will be on hand to provide dedicated support, whenever it’s needed.

Indicative packages and pricing are shown below. Bespoke services are available to meet your exact requirements.



Basic Package

- £600 per month
- 8 hours of support services
- **UK business hours support (9am to 6pm)**



Extended Package

- £1,000 per month
- 16 hours of support services
- **Extended UK business hours support (7am to 8pm)**



Bespoke Package

- 40+ hours of support services per month, charged at £600 per day
- **Extended UK business hours support (7am to 8pm)**
- **Out of hours support including 24x7 where required**

Prices shown above are exclusive of VAT. All packages include:

- Email, Slack, and telephone support
- BigCommerce development, integration, and configuration support
- Service Level Agreements to ensure the right level of support for the severity of an issue
- Issue tracking and service management using Atlassian Jira
- Committed, proactive, and efficient support staff and software engineers
- Senior technical leadership and consultancy advice available on-demand

For more information please contact us at bigcommerce@priocept.com

