DOCUPAL
Docupal Demo, LLC

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Introduction and Executive Summary

This proposal outlines the Strapi maintenance services offered by Docupal Demo, LLC to Acme, Inc (ACME-1). Our goal is to ensure the optimal performance, security, and stability of your Strapi CMS. We understand that a well-maintained CMS is critical for your business operations.

The Value of Ongoing Strapi Support

Ongoing support is vital for maintaining a healthy and secure Strapi CMS. It ensures system stability through proactive monitoring and timely updates. Security updates are promptly applied to protect against emerging threats. Access to our team of Strapi experts provides immediate assistance for any issues that may arise.

Proposal Objectives

This proposal addresses key objectives to deliver significant value to ACME-1:

- **Improved Website Performance:** We aim to enhance the speed and efficiency of your website.
- **Enhanced Security Posture:** Our services will strengthen your CMS security.
- **Reduced Operational Risks:** We will minimize potential disruptions and data loss.

Key Offerings

Docupal Demo, LLC will provide comprehensive Strapi maintenance services, including:

- Regular security patching and updates.
- Performance monitoring and optimization.
- Bug fixes and issue resolution.
- Ongoing technical support.

These services are designed to provide ACME-1 with a reliable and secure Strapi CMS, allowing you to focus on your core business objectives. Our maintenance plan will improve your website's performance and enhance its security.

Current Environment Assessment

ACME-1 currently utilizes Strapi version 4.5.6. The system is configured with a PostgreSQL database for data storage. Media assets are stored on AWS S3.

System Configuration

The existing infrastructure includes several key components. ACME-1 leverages a custom user roles system tailored to their specific business needs. Strapi is integrated with Mailchimp for email marketing campaigns. The system also connects with Salesforce for customer relationship management.

Identified Challenges

We have identified some challenges within the current Strapi environment. Image-heavy pages sometimes experience slow loading times, which impacts user experience. An outdated plugin presents a potential security vulnerability. Addressing these issues is crucial for optimal performance and security.

Potential Risks

The slow loading times can lead to user frustration and potentially impact conversion rates. The outdated plugin poses a risk of security breaches, potentially exposing sensitive data. Without proper maintenance, these issues could escalate and negatively affect ACME-1's operations and reputation.

Maintenance Services and Scope

Docupal Demo, LLC will provide comprehensive maintenance services for ACME-1's Strapi application. This ensures optimal performance, security, and stability. Our maintenance services include routine tasks, emergency support, and proactive measures.

Routine Maintenance

We perform routine maintenance to keep your Strapi application running smoothly. This includes:

- **Daily Backups:** We create daily backups of your application and data. This protects against data loss due to unforeseen issues.
- **Weekly Security Scans:** We conduct weekly security scans to identify and address potential vulnerabilities. This helps maintain a secure environment.
- **Monthly Plugin Updates:** We manage monthly updates for all Strapi plugins. We first test updates in a staging environment. This ensures compatibility and avoids disruptions to the live application.
- **Quarterly Performance Audits:** We perform quarterly performance audits to identify and resolve bottlenecks. This optimizes application speed and efficiency.

Emergency Support

We provide 24/7 support via phone and email for emergency fixes. Our guaranteed response time for emergencies is two hours. We prioritize resolving critical issues to minimize downtime.

Updates and Monitoring

Our team employs a structured approach to updates and continuous monitoring to ensure the health and security of your Strapi application.

- **Monthly Updates via Staging:** We conduct monthly updates using a dedicated staging environment. This allows for thorough testing before deployment to the live environment, minimizing risks associated with new releases and patches.
- **Continuous Monitoring with Automated Alerts:** We implement continuous monitoring of your Strapi application, utilizing automated alerts to promptly detect and address any anomalies or potential issues. This proactive approach ensures minimal disruption and optimal performance.

Specific Maintenance Tasks

Our maintenance services cover a wide range of specific tasks:

- **Security Patches:** We apply security patches as soon as they are available. This protects your application from known vulnerabilities.
- **Performance Tuning:** We continuously monitor and tune the performance of your application. This ensures optimal speed and efficiency.

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- **Bug Fixes:** We address any bugs or issues that arise in a timely manner. This maintains application stability and reliability.
- **Regular Updates:** We perform regular updates to the Strapi core and plugins. This provides access to the latest features and improvements. These updates are always tested in a staging environment first.

Upgrade and Enhancement Plan

This plan outlines our strategy for upgrading your Strapi CMS, enhancing its features, and improving its scalability. We aim to keep your platform current, efficient, and aligned with your evolving business needs.

Strapi Version Upgrades

We will upgrade your Strapi CMS to version v4.7.0. We will also monitor future Long Term Support (LTS) releases for potential upgrades. We schedule upgrades during off-peak hours to minimize disruption. A comprehensive rollback plan will be in place to address unforeseen issues quickly.

Feature Enhancements

We plan to implement a Content Delivery Network (CDN). This will accelerate content delivery to users, improving website performance. Enhanced search functionality is also planned, allowing users to find information more easily.

Scalability Improvements

To ensure your Strapi CMS can handle increased traffic and data, we will implement several scalability improvements. This includes optimizing database queries and configuring caching mechanisms. We will also monitor server performance and make adjustments as needed.

Security and Compliance Strategy

Docupal Demo, LLC prioritizes the security and compliance of your Strapi application. Our strategy encompasses proactive measures to protect your data and ensure adherence to relevant regulations.

Vulnerability Management

We conduct regular security audits and penetration testing to identify potential vulnerabilities. Upon discovery, patches will be applied within 24 hours to mitigate risks promptly.

Compliance Adherence

Our maintenance practices align with applicable compliance standards, including GDPR and CCPA. We ensure your Strapi application adheres to data protection requirements outlined by these regulations.

Monitoring and Alerting

We utilize Prometheus, Grafana, and custom-built health checks for comprehensive monitoring. These tools enable us to detect anomalies, performance issues, and potential security threats in real-time. Proactive monitoring helps us maintain the health and security of your Strapi application.

Backup and Disaster Recovery Plan

Our backup and disaster recovery plan ensures ACME-1's data is safe and recoverable in case of any unforeseen event. This plan includes regular backups, data integrity checks, and a defined recovery process to minimize downtime.

Backup Procedures

We perform full data backups daily. These backups capture all Strapi application data, including content, configurations, and media files. In addition to the daily full backups, we implement incremental backups every 6 hours. These incremental backups capture only the changes made since the last full or incremental backup, reducing backup time and storage space. All backups are stored securely offsite to protect against local disasters.

Data Recovery Procedures

To ensure data integrity during recovery, we use checksum verification. This process confirms that the recovered data matches the original data before the backup. We also conduct regular restore testing to validate the backup process and identify any potential issues.

Here's a flowchart of the recovery process:

graph TD A[Incident Occurs] --> B{Activate Recovery Plan}; B -- Yes --> C[Restore Data from Backup]; C --> D{Verify Data Integrity}; D -- Yes --> E[Restart Strapi Application]; E --> F[User Access Restored]; D -- No --> G[Investigate Backup Issues]; G --> C; B -- No --> H[Continue Monitoring];

Recovery Time Objective (RTO)

Our expected recovery time objective (RTO) is 4 hours. This means that, in the event of a disaster, we aim to have the Strapi application up and running within 4 hours. This timeframe includes the time needed to restore data, verify integrity, and restart the application.

Technical Support and Communication

We at Docupal Demo, LLC are committed to providing excellent technical support and clear communication throughout our maintenance partnership with ACME-1. Our support channels ensure you can easily reach us for any assistance you may require.

Support Channels

ACME-1 can report issues or request assistance through the following channels:

- **Email:** Send your requests to our dedicated support email address.
- **Phone:** Call our support hotline during business hours.
- **Support Portal:** Submit tickets and track progress via our online portal.

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Response Times (SLAs)

We guarantee the following response times based on the issue priority:

Priority	Response Time
Critical Issues	1 hour
High Priority	4 hours
Standard Issues	8 hours

Communication

Docupal Demo, LLC will keep ACME-1 informed about all maintenance activities through:

- **Email Notifications:** Receive timely updates on scheduled maintenance, completed tasks, and any unexpected issues.
- **Monthly Status Reports:** A comprehensive report summarizing maintenance activities, performance metrics, and any recommendations for ACME-1.

Pricing and Contract Terms

Docupal Demo, LLC, located at 23 Main St, Anytown, CA 90210, offers Strapi maintenance services to ACME-1 under the following terms. All pricing is in United States Dollars (USD).

Pricing Packages

We offer three distinct maintenance packages: Standard, Premium, and Enterprise. Each package provides a different level of service and support. Specific pricing depends on the selected package features. Contact us for a detailed breakdown of pricing based on your needs.

Package	Description	Price
Standard	Basic maintenance and support.	$X,XXX.XX
Premium	Enhanced support with faster response times.	$Y,YYY.YY
Enterprise	Comprehensive support with dedicated account manager.	$Z,ZZZ.ZZ

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Payment Terms

Payment will be due 30 days from the date of invoice. We accept payment via wire transfer, ACH, or company check. Late payments may be subject to a finance charge of 1.5% per month.

Contract Duration and Termination

The contract duration is one year, commencing on the effective date. This agreement will automatically renew for successive one-year terms unless either party provides written notice of termination at least 30 days before the renewal date. ACME-1 may terminate this agreement with 30 days' written notice. Docupal Demo, LLC reserves the right to terminate the agreement if ACME-1 fails to meet its payment obligations.

About Us

About Docupal Demo, LLC

Docupal Demo, LLC is a United States-based company. We are located at 23 Main St, Anytown, CA 90210. We specialize in providing comprehensive Strapi CMS solutions. This includes maintenance and support services.

Our Expertise

We have over five years of experience working with the Strapi platform. Our team has developed and maintained many high-traffic websites. We possess a deep understanding of Strapi's architecture. We also understand its customization options.

Key Differentiators

- **Strapi Expertise:** Our team has in-depth knowledge of Strapi.
- **Proactive Security:** We take a proactive approach to website security.
- **Client Satisfaction:** We are dedicated to ensuring our clients are satisfied.

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Successful Projects

Our portfolio includes successful projects such as:

- **Acme Retail:** We developed and maintain their e-commerce platform.
- **Global Corp:** We developed and maintain their corporate website.

We are confident in our ability to provide exceptional Strapi maintenance services for ACME-1.

Conclusion and Next Steps

This proposal outlines our comprehensive Strapi maintenance plan designed to deliver improved performance, enhanced security, and reduced operational risks for ACME-1's CMS. Our reliable support ensures your Strapi application remains stable and efficient.

Next Steps

To initiate this maintenance plan, please sign and return the attached proposal. Once we receive the signed document, we will promptly schedule a kickoff meeting to align on timelines and project specifics. Docupal Demo, LLC will follow up within three business days to address any questions and confirm receipt of the proposal. We are excited about the opportunity to partner with ACME-1 and ensure the continued success of your Strapi CMS.