



Support Services Frequently Asked Questions

- [Website Design: How long will it take to design my website and take it live?](#)
- [Website Design: Do I have to create my own content?](#)
- [Website Design: Do I own the Website code?](#)
- [Website Design: After the site is live what happens?](#)
- [Website Design: What's SEO – Search Engine Optimisation?](#)
- [Data Recovery: How will I get my data back?](#)
- [Data Recovery: How can I ensure that I won't lose valuable data in the future?](#)
- [Data Recovery: Can all lost data be retrieved?](#)
- [Data Recovery: Can I just use Disc Utility or software recovery utilities instead?](#)
- [Data Recovery: What is the turnaround time for data recovery?](#)

Website Design:

How long will it take to design my website and take it live?

Normally we will agree on a schedule that takes into account your requirements and our resources. If there is a live date that we must meet then we will do everything in our power to meet it for you. In our experience the client can speed up the process by ensuring they give concise instructions on how they want their site and provide as much content as possible at the beginning of the project.

Website Design:

Do I have to create my own content?

In most instances a client will provide the content and we will design the webpages around that content. However, we can provide content creation services – we will create a draft document based on the criteria you provide and add it to your site after you have made any changes and approved it.

Website Design:

Do I own the Website code after completion of the project?

Absolutely. When the project has been paid in full ownership of the Web site design will transfer to you.

Website Design:

After the site is live what happens?

We do not desert you at the end of a website build if you have opted not to use our website management services. We encourage you to give us feedback about your site and will make any minor amendments or content updates for a short time free of charge as part of our agreement. Going forward from there our services are available for changes/updates, etc.

Website Design:

What's SEO – Search Engine Optimisation?

Every page of your new site will be coded to be search engine friendly and optimised'. This ensures your website gets the best possible start in the SERP (Search Engine Results Pages) compared with other non optimised sites. We use google approved good / white hat techniques so you can ensure your site will not be penalised for using sneaky techniques to get onto Google and the others.

Data Recovery:

How will I get my data back?

Support FAQ

We will put your recovered data on any appropriate replacement media of your choice such as an additional hard drive, DVD or by FTP transfer.

Data Recovery:

How can I ensure that I won't lose valuable data in the future?

Failures are a fact of life unfortunately, but you can alleviate the risk of data loss by adhering to a regular backup routine. We are happy to discuss options with you.

Data Recovery:

Can all lost data be retrieved?

There are occasions when damage to the data is permanent and a complete recovery is not possible. Though it is rare that absolutely no data is retrievable, there are circumstances where the media is extremely damaged on the platter, causing permanent loss of data.

If your drive makes any unusual noises such as clicking, buzzing, scraping or other metallic noises, it may be indicative of mechanical failure. Power down the drive immediately and contact us so we can devise the best solution to save your data.

Data Recovery:

Can I just use Disc Utility or software recovery utilities instead?

It's your data, it all comes down to how valuable it is to you. In some instances software utilities can successfully recover data. Never use a repair or recovery utility unless it allows you to save the repaired or recovered data to alternate storage media. Most importantly, do not format the drive or change the partitions. Either action can result in permanent loss of your data.

Data Recovery:

What is the turnaround time for data recovery?

Turnaround times vary and depend on many factors including the degree of media damage, the time required to read entire drive(which is subject to the degree of media damage) to make a mirror image and the degree to which the data is fragmented or corrupted.

