

Corrective Maintenance Packages for Drupal Websites

Update and secure your organisation's digital platform.

Softescu has built and run Drupal platforms since 2008. We have delivered more than 600 projects on three continents, and our developers have earned more than 50 Drupal certifications in the last 10 years.

2008

founded

600+

projects delivered

50+

Drupal certifications in the last 10 years

ISO 27001

and ISO 9001, certified by Lloyd's Register

Choose a Package

ESSENTIAL

PRICE

€200/month

€200/month with full payment for 12 months, or €250/month paid monthly

Corrective maintenance for websites that need reliable basics.

- ✓ Email support on business days, 9:00-17:00
- ✓ Response: 8 hours for critical issues, 24 hours for the rest
- ✓ Drupal core and critical contributed module updates
- ✓ Bug fixes and module compatibility issues
- ✓ Monthly backup of the database and files
- ✓ Availability monitoring

PREMIUM

PRICE

€400/month

€400/month with full payment for 12 months, or €500/month paid monthly

For platforms that should get better every month, with a dedicated technical consultant.

- ✓ Everything in Essential
- ✓ Email and video-call support
- ✓ Response: 2 hours for critical issues, 8 hours for the rest
- ✓ Up to 6 small improvements a month (list on request); extra ones at €60
- ✓ Weekly AI checks: security, accessibility, performance; a senior decides
- ✓ Custom modules and complex integrations
- ✓ Weekly backup kept for 30 days; recovery within 8 hours
- ✓ Annual security audit
- ✓ Monthly report: findings, fixes and improvements

ENTERPRISE

PRICE

On request

For mission-critical platforms and international organisations

24/7 on-call and a pool of person-days for corrective maintenance.

- ✓ 24/7 on-call for P1 incidents
- ✓ P1 acknowledged within 15 minutes, 4-hour resolution target
- ✓ P2 within 1 hour, P3 within 1 business day
- ✓ Data loss limited to 24 hours; recovery within 4 hours, tested every quarter
- ✓ Root-cause analysis within 5 business days
- ✓ Monthly report, quarterly and annual service reviews
- ✓ On request: we operate the AI features in your platform

Included in Every Package

- ✓ Security patches: critical within 24 hours, high within 72 hours, medium within 14 days, on Drupal versions that still receive security updates
- ✓ Helpdesk Monday to Friday, 9:00-17:00 Romanian time (8:00-16:00 CET)
- ✓ Automated monitoring, 24/7
- ✓ Monthly report of the work done
- ✓ ISO 9001 and ISO 27001 certified processes
- ✓ Services delivered remotely, over the internet

How Support Works



Terms

PRICES	In euro, excluding VAT.
PAYMENT	Within 30 days.
CONTRACT	Minimum 12 months.
DRUPAL VERSIONS	On a Drupal version past its end of life, we first propose an upgrade at a fixed price.
ANNUAL REVIEW	Every 1 January, by at least the annual inflation of the contract currency.
EXTRA WORK	Extra small improvements at €60 each. Larger changes are quoted at a fixed price before work starts.

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