DOT·SEE

Digital solutions,
done properly.



Services & Pricing

2026

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Our Services



Umbraco Development

For enhancements or development of new features on existing Umbraco sites, or development of new Umbraco sites.

Umbraco Maintenance

For regular performance and security checks on Umbraco sites and guaranteed responses to critical incidents.

Umbraco Hosting

For hosting Umbraco websites, on EU, UK, or US infrastructure, shared or dedicated, or on Umbraco Cloud.

Umbraco Development

DotSee offers **retained development hours** as **prepaid packages**, valid for one year.
Packages primarily cover **non-urgent development requests** but can also cover **site operation requests (such as critical issues) on a best-effort basis** (no guaranteed response times).

RETAINER 25

€3000

25 retainer hours
€120 per hour cost

RETAINER 50

€4750

50 retainer hours
€95 per hour cost

RETAINER 100

€8000

100 retainer hours
€80 per hour cost

- DotSee also offers **ad-hoc development without a contract** at **€130 / hour**.
- Packages are **prepaid**.
- Purchases that **total or exceed 200 hours** can also be paid in **monthly instalments** of min. 2000€ / month.
- The **renewal grace period for all packages is 2 months**. Unused hours of a package that is renewed within the grace period are carried over to the next package.

Umbraco Maintenance & Support

DotSee offers **maintenance services** as **ready-made packages** with a minimum duration of **6 months**. Every package includes **security updates** and **minor version upgrades**, along with SLAs that guarantee response times for P1 and P2 incidents.

Basic Maintenance

€300 /month

- ☑ **P1 response: 4** business hours
- ☑ **P2 response: 8** business hours
- ☑ Security updates
- ☑ Minor version upgrades
- ☒ Checks
- ☒ Proactive Maintenance

Required Maintenance

€650 /month

- ☑ **P1 response: 4** business hours
- ☑ **P2 response: 8** business hours
- ☑ Security updates
- ☑ Minor version upgrades
- ☑ **1 check** per month
- ☑ Proactive Maintenance

Business Maintenance

€1200 /month

- ☑ **P1 response: 2** business hours
- ☑ **P2 response: 4** business hours
- ☑ Security updates
- ☑ Minor version upgrades
- ☑ **2 checks** per month
- ☑ Proactive Maintenance

Enterprise Maintenance

€2400 /month

- ☑ **P1 response: 1** business hour
- ☑ **P2 response: 1** business hour
- ☑ Security updates
- ☑ Minor version upgrades
- ☑ **2 checks** per month
- ☑ Proactive Maintenance

- In all cases, a **full-time resource** is assigned to the incident **within one (1) business hour** after response and until the issue is resolved.
- **Business hours: 09:00 - 19:00 EET** on weekdays, excluding bank holidays in Greece.

Umbraco Maintenance & Support

Incident Priorities

- **P1** is an **error or failure** that **materially impacts the operations or marketability of the Client's business**, or that prevents major functions of the website from being performed.
- **P2** is a **critical error in the website for which a workaround exists**, or a non-critical error that affects the operations or marketability of the Client's business.

Security Updates & Minor Version Upgrades

(all packages)

Every package keeps your website current and secure:

- **Security updates** to Umbraco CMS, its modules and other parts of the website (e.g. JS libraries)
- **Minor version upgrades** and point updates to Umbraco CMS and its accompanying modules

Monthly Checks

(Required, Business, Enterprise)

A Support Engineer **reviews your solution** and ensures it is properly maintained. Each check includes, but is not limited to, the following:

- **Logs:** review Umbraco logs for system errors and act to prevent critical issues
- **Other updates:** identify and perform any non-security updates needed on Umbraco CMS or other parts of the website
- **Performance:** check site performance and operation, and act if delays or errors are found
- **Hosting:** open tickets with the hosting provider (e.g. Umbraco Cloud) when issues need their attention, and follow them through to resolution
- **SSL certificates:** confirm they are valid and not close to expiring
- **Resources:** check memory, CPU and disk space to make sure the hosting environment runs within its assigned capacity
- **User accounts:** review permissions and update them where needed
- **Windows Update:** confirm the service is running and updates have been applied (on non-managed VPS servers)

Proactive Maintenance

(Required, Business, Enterprise)

When a check uncovers a problem that could become serious or critical, the team i**nvestigates and corrects it** before it can affect the stability or performance of the website. This time is not billed, as it is included in the Maintenance package.

Yearly Packages

Yearly packages are **discounted combinations of Retained Hours and Maintenance Packages** for the period of a calendar year.
Yearly packages are **paid per month** and retained hours can be topped up with the lower retained hour rate available.
Unused retained hours are carried over upon renewal when this is performed within the designated grace period.

Yearly Standard

- **Retained Hours:**
  200 hours / year
- **Maintenance & Support:**
  Required Maintenance Package
- **Renewal Grace Period:**
  3 months

€1800 /month

Yearly Premium

- **Retained Hours:**
  400 hours / year
- **Maintenance & Support:**
  Business Maintenance Package
- **Renewal Grace Period:**
  6 months

€3600 /month

Alternative Maintenance & Support Packages

DotSee offers **maintenance & support packages** with no SLAs or proactive maintenance on a monthly basis. Those packages can be used in place of both development and maintenance packages covering both development requests and support incidents.

Starter package

€100 /month

- **Max Hours:** 1
- **Max Incidents:** 2
- **Min Duration:** 6 months
- **Carry Over Hours to Next Month:** No

Professional package

€380 /month

- **Max Hours:** 4
- **Max Incidents:** 8
- **Min Duration:** 3 months
- **Carry Over Hours to Next Month:** Yes

Extended package

€640 /month

- **Max Hours:** 8
- **Max Incidents:** 16
- **Min Duration:** -
- **Carry Over Hours to Next Month:** Yes

- Payment is done at the start of the month.
- Hours over limit are billed with ad-hoc rate (€130 / hour).
- Unused hours for Professional and Extended packages are carried over from the previous month to the next with a maximum carry over duration of 3 months for as long as the package is continued.

Hosting Packages

SMALL SITE

from **€40** */month*

Perfect for sites with low visitor count and no integrations

- Co-located hosting
- UK data center
- Shared CPU and RAM
- 5GB SSD Storage
- 2GB MSSQL Database
- SSL Certificate
- Control panel access

MEDIUM SITE

from **€60** */month*

Perfect for sites with greater requirements in storage, spikes in visitor count, and few to no integrations

- Co-located hosting
- EU data center
- Shared CPU and RAM
- 30GB Storage
- 5GB MSSQL Database
- SSL Certificate
- Cloudflare CDN + DNS
- DDoS Protection
- Control panel access

DEDICATED UMBRACO ENVIRONMENT

from **€300** */month*

Perfect for sites with high visitor counts, integrations, and higher storage requirements.

- UK or USA data center
- 4 GB Server Memory
- 4 Core CPU
- 75GB Disk Space
- SQL Express
- Cloudflare CDN + DNS
- DDoS Protection
- Control panel access

Hosting Packages

DEDICATED VPS

from **€400** */month*

Setup fee: €200

Suggested in case you need to have total control over the environment and/or need to run other applications side by side with Umbraco.

- Dedicated private server
- EU or UK data centre
- 4 CPU cores, 8GB RAM
- 60GB SSD Storage
- SSL Certificate

UMBRACO CLOUD

Umbraco Cloud Package Price +

Handling fee: **€20** */month*

Azure-based Umbraco owned service with friendly support and plans for small to extremely large sites. Supports multiple environments and CI/CD, as well as content transfer between environments.

All the features of the corresponding Umbraco Cloud Package.

Suggestion is to have at least two environments (Dev and Live).

AZURE WEB APPS

from **€450** */month*

Setup fee: €200

Perfect for setting up CI/CD pipelines as well as different environments (dev, staging, live). Guaranteed uptime and a multitude of options to scale.

Varies depending on configuration



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