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**. These packages offer SLAs with guaranteed response times for P1 and P2 incidents.

Basic Maintenance

€300 /month

- ☑ **P1 response: 4** business hours
- ☑ **P2 response: 8** business hours
- ☒ Checks
- ☒ Proactive Maintenance

Required Maintenance

€650 /month

- ☑ **P1 response: 4** business hours
- ☑ **P2 response: 8** business hours
- ☑ **1 check** per month
- ☑ Proactive Maintenance

Business Maintenance

€1200 /month

- ☑ **P1 response: 2** business hours
- ☑ **P2 response: 4** business hours
- ☑ **2 checks** per month
- ☑ Proactive Maintenance

Enterprise Maintenance

€2400 /month

- ☑ **P1 response: 1** business hour
- ☑ **P2 response: 1** business hour
- ☑ **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

Definition of P1 and P2 incidents

P1 is an **error or failure** that **materially impacts the operations or marketability of the Client's business** or disables major functions of the web site from being performed.

P2 is a **critical error in the web site for which a workaround exists**, or a non-critical error in the web site that affects the operations or marketability of the Client's business.

Monthly Checks

A Support Engineer **reviews your solution** and ensures it is appropriately maintained. There is a range of tasks to complete as part of this monthly maintenance. These include, but are not limited to the following:

- **Review Umbraco Logs** for any system errors and take proactive actions to prevent critical issues
- **Review and perform any updates** required for security or other purposes on Umbraco CMS or other parts of the web site (e.g. JS libraries), including point updates to Umbraco CMS and accompanying modules
- **Check web site performance and operation** and take appropriate proactive actions if delays or errors are discovered
- **Open tickets with the hosting provider** (i.e., Umbraco Cloud) in case there are issues that need their attention and handle those tickets until issues are resolved
- **Checking SSL certificates** are up to date and not about to expire
- **Check memory allocation, CPU and Disk space** to ensure hosting environments are operating inside the assigned capacity
- **Review User Accounts** in case permissions need updating
- **Check Windows Update Service** is running and that updates have been performed (when hosting on non-managed VPS servers)

Proactive Maintenance

When the results of monthly or bimonthly checks uncover problems that could evolve to serious or critical issues, **the team performs further investigation and corrects the problem** before they can threaten the stability and/or performance of the web site. Any time spent is not logged as billable since this work 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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