wp**tan**
dem

AGENCY
REPORT

for: Made Up Agency

Websites

Here's a quick overview on what we're looking after for you and the time we're spending.

36 total websites managed	**4** your new websites this period
39 support requests handled	**146** security updates completed
99.7% avg time sites online	**1,080** backups taken
92% avg desktop performance score	**89%** avg mobile performance score

Introduction

In the last 14 days we have ....

Quinoa umami lo-fi ut crucifix proident schlitz. +1 fam swag chartreuse wolf, pabst tilde 90's. Helvetica kinfolk 8-bit, man bun hot chicken YOLO 3 wolf moon artisan.

Bushwick gentrify hell of cillum, four dollar toast vape occaecat four loko. Tofu ea cronut offal normcore, meditation portland ut vape artisan art party 3 wolf moon succulents commodo gluten-free.

Security

We regularly carry out security checks and updates on your sites to make sure they're stable at all times.

4	**134**	**8**
wp core updates	plugin updates	theme updates

Here's a rundown on the security work we completed:

	Updates	Vulnerabilities resolved
client-website-one.com	17	3
client-website-two.com	24	0
client-website-three.com	39	4
client-website-four.com	11	1
client-website-five.com	7	0
client-website-six.com	21	0

5 sites requiring the least updates

	Updates
client-website-one.com	7
client-website-two.com	8
client-website-three.com	9
client-website-four.com	9
client-website-five.com	9

5 sites requiring the most updates

	Updates
client-website-one.com	34
client-website-two.com	32
client-website-three.com	30
client-website-four.com	28
client-website-five.com	28

Performance & Speed

We monitor the performance and speed of your clients' websites on a daily basis and where necessary, make improvements to ensure they're always running smoothly.

Average performance data across all websites:

DESKTOP

1.2s
average site speed

desktop

97%
average performance

desktop

MOBILE

1.9s
average site speed

mobile

82%
average performance

mobile

5 highest performance scores

	Average	Desktop	Mobile
client-website-one.com	**96%**	**99%**	**94%**
client-website-two.com	**96%**	**99%**	**94%**
client-website-three.com	**96%**	**99%**	**94%**
client-website-four.com	**95.6%**	**98%**	**94%**
client-website-five.com	**94.3%**	**97%**	**91%**

5 lowest performance scores:

	Average	Desktop	Mobile
client-website-one.com	**58%**	**78%**	**44%**
client-website-two.com	**64.3%**	**79%**	**49%**
client-website-three.com	**64.9%**	**79%**	**50%**
client-website-four.com	**65%**	**79%**	**51%**
client-website-five.com	**69.5%**	**80%**	**58%**

5 fastest loading sites

	Desktop	Mobile
client-website-one.com	**0.4s**	**0.9s**
client-website-two.com	**0.4s**	**1.0s**
client-website-three.com	**0.5s**	**1.0s**
client-website-four.com	**0.6s**	**1.1s**
client-website-five.com	**0.9s**	**1.2s**

5 slowest loading sites

	Desktop	Mobile
client-website-one.com	**2.9s**	**3.4s**
client-website-two.com	**2.9s**	**3.3s**
client-website-three.com	**2.8s**	**3.0s**
client-website-four.com	**2.4s**	**3.0s**
client-website-five.com	**2.2s**	**2.9s**

Development work

In the period 1st Jan 2023 to 31st Jan 2023 we helped your clients with **39 support requests** and spent **3 hours 30 mins** carrying out development work across all sites.

39 support requests handled	**27** ad hoc tasks done
17 mins our average first response time	**39 mins** our average resolution time

Clients raising the most requests

	Requests raised
Client ABC	**12**
Client DEF	**8**
Client GHI	**5**

Backups

Backups are routinely taken on your websites so that if any issues should occur, we can quickly restore to a previous, stable version.

Sites being backed up	**36**
Backups taken	**1,080**
Backup restores completed	**2**

Backup restores completed for:

client-website-one.com	on Jan 1st, 10.04am
client-website-two.com	on Jan 9th, 1.34pm

Uptime

We know how important it is for your sites to always be online so that your customers can reach you. That's why we monitor them every minute of every day.

98.4%
average uptime across all sites

5 sites with most downtime occurrences

	'Down' events
client-website-one.com	3
client-website-two.com	3
client-website-three.com	2
client-website-four.com	2
client-website-five.com	2

5 sites offline for longest

	Offline total
client-website-one.com	**1hr 13mins**
client-website-two.com	**1hr 5mins**
client-website-three.com	**54mins**
client-website-four.com	**33mins**
client-website-five.com	**21mins**

Most common downtime reasons

	Occurences
Connection timeout	**5**
HTTP 403 - Forbidden	**3**
HTTP 500 - Internal Server Error	**3**
HTTP 503 - Service Unavailable	**3**
HTTP 521 - Cloudflare timeout	**1**

Conclusion

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Thank you

If you'd like to discuss this report with us, please get in touch.

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