Nittio Media Support Packages

Nittio Media offers three tiered support packages: Silver, Gold, and Platinum - designed to deliver exceptional, support-focused assistance for your HubSpot and WordPress platforms. Our hybrid pricing model combines a fixed monthly fee for core services with an hourly rate for advanced solutions and additional support tasks, ensuring predictability and flexibility. All packages include localized support in English and Swedish, providing personalized, reliable solutions tailored to businesses at different stages, from startups to enterprises.

Fixed Monthly Fee	$350	$500	$1,000
Hourly Rate	$100/hour	$125/hour	$150/hour
Respons Time	48 hours (email)	24 hours (email/phone)	12 hours (email/phone)
User Account Management	Up to 5 users	Up to 15 users	Unlimited
Technical Troubleshooting	Basic issues	Urgent issues with diagnostics	Critical issues with rapid resolution
Monthly Heath Check	None	Basic review of HubSpot and WordPress to identify performance or configuration issues	Detailed review to resolve performance or configuration issues
Integration Support	None	Basic (HubSpot with Google Analytics and Wordpress etc.)	Advanced (HubSpot with Salesforce, NetSuite etc, WordPress with custom APIs)
Priority Support	None	None	Dedicated Account Manager

Comparison of Nittio Media Support Packages

Our hybrid pricing model ensures cost predictability for core services and flexibility for additional support needs. Below is a breakdown of each package:

• **Silver ($350/month, $100/hour):** Affordable support for small businesses, covering essential troubleshooting. Resolutions and additional support (e.g., extra user account setups) billed at $100/hour.

• **Gold ($1,000/month, $125/hour):** Enhanced support for growing businesses, with faster responses, basic integrations. Resolutions and extra tasks (e.g., additional integration troubleshooting) billed at $125/hour.

• **Platinum ($2,500/month, $150/hour):** Premium support for enterprises, offering rapid responses, advanced integrations, and a dedicated account manager. Resolutions and out-of-scope tasks (e.g.,complex SSO setups) billed at $150/hour.

[Contact us to get started](#)