

ANCHOR CUSTOM SUPPORT

Anchor provides support for managed servers under three great value support packs – Anchor Monitor, Anchor Secure and Anchor Complete. For everything that doesn't fit into these we have Anchor Custom Support.

HOW CAN IT HELP ME?

Anchor Custom Support provides you with on call access to a large team of qualified systems administrators that specialise in managing Internet facing applications.

The biggest advantage of Anchor Custom Support is that at any time you know there's someone there to help you solve any problem you may have or configure your server to perform any function you can imagine.

The majority of staff at Anchor are systems administrators who spend all of their days configuring servers just like yours. With this focus and resources there's literally nothing we can't make work on a Windows or Linux system.

Drawing on our experience you'll be amazed at the speed with which we're able to deliver innovative, robust and sensible solutions to your problems.

AREAS OF EXPERTISE

There's nothing that we've come across that we've not been able to make work in a Windows or Linux hosting environment. We're a team of systems administrators, not software developers or general IT consultants. We excel in deployments of complex environments.

For a detailed list of our areas of competency check out the Technical Capabilities page.

SOME SAMPLE PROJECTS

- Installation, updates and configuration of non-supported, third party or custom compiled applications.
- Seamless migration of data/applications from servers or applications hosted externally.
- Application performance research and analysis.
- Configuration change requests not covered by the chosen support pack.

HOW DOES IT WORK?

Any time you need assistance simply call our support staff or email us. If the assistance you require is covered by your server support pack we'll let you know.

We'll make sure that there is a clear definition of the tasks that need to be performed. In the case of complex requests we may email you to confirm your instructions.

If the request is chargeable as Anchor Custom Support you'll be advised and provided with a time estimate before we start work.

As the project proceeds we'll keep you informed. If it looks as though we are going to grossly exceed our original estimate we'll let you know before continuing.

PRICING

Anchor custom support is charged on an hourly rate of \$100/hour for work that can occur during business hours. A 15 minute minimum charge applies to all requests.

Some tasks often need to be performed outside of business hours to avoid disruption to live or critical services. This work is charged at \$160/hour with a 1 hour minimum.