

## ANCHOR SUPPORT

Anchor is dedicated to implementing the best practices in hosting services through the best people. Ensuring your requests for help reaches the right person quickly and are resolved professionally is a critical part of this commitment.

### SUPPORT CULTURE

Engrained in every member of our team are 3 key principles:

1. Unplanned outages are minimised by maximising planned maintenance.
2. A ubiquitous understanding that changes must be managed in order to prevent outages.
3. A culture of causality. Make changes we know work, we don't make changes we "think might work".

### INBOUND SUPPORT REQUESTS HANDLING

All inbound telephone and email based support requests are logged against client accounts in a unified ticketing system.

The ticketing system provides complete transparency within Anchor to ensure every member of the support team can understand your history regardless of prior involvement with you.

The transparency of the system permits continuous oversight of all requests to ensure quality of service is maintained.

### REQUEST TRIAGE PROCESS

1. Ensure the request is assigned to the correct support team within the defined protocol.
2. If the technician is incapable of resolving the request, he escalates it.
3. Ensure enough information has been provided to resolve the request
4. Begin ticket resolution.
5. Obtain client confirmation of resolution.

### 24 x 7 EMERGENCY SUPPORT

The majority of problems with services are automatically detected by Anchor's monitoring systems. If you do discover a problem we don't know about after hours you can always reach us.

After hours calls to Anchor are answered via a dedicated 24 x 7 call centre, which guarantees your call will be taken.

Your call is then routed to the most appropriate on call team member available. Should your call not be taken within 5 minutes, an automated escalation process is initiated by to ensure you reach an Anchor technician. The escalation process runs from Level 1 capability through to management.

### SUPPORT LEVELS

Three distinct support levels ensure you deal with someone that can solve your problem.

#### Level 1

- Basic troubleshooting
- Server and client side email support
- Password resets
- DNS management
- Web server virtual host configuration
- Network interface configuration
- Database account creation
- Customer records maintenance

#### Level 2

- Detailed troubleshooting & client advice
- Dedicated server build and deployment
- Dedicated server application installation
- Java/Tomcat diagnostics/configuration
- Server hardware upgrades
- Vendor software installation & upgrades.
- Vendor supplied kernel upgrades
- SSL certificate installation
- Monitoring configuration
- Server backup management

#### Level 3

- VPN configuration
- Firewall configuration
- Router/switch configuration
- Load balancer configuration
- Live disc/RAID upgrades
- Detailed Java/Tomcat changes
- Installation of non packaged software
- Security forensics

### KNOWLEDGE BASE

At the heart of Anchor's support systems lies an extensive knowledge base of over 1000 articles. This resource provides a defined best practice approach to supporting our hosting environment.

It's a critical part of ensuring that everything we do is done the right way the first time, and in a timely fashion.