



WHY CHOOSE ANCHOR?

We believe there are three critical components behind a great hosting company:

- The data centre
- The infrastructure
- The people

And we think you should choose Anchor because of all three.

You're choosing a hosting company because you have an application which needs to be online 100% of the time.

A recent IDC study showed that 80% of outages were a result of operator errors, that's people. People are our forte.

WORLD CLASS DATA CENTRE

Anchor operates from a \$140 million world class data centre incorporating fully redundant power and cooling systems. Security is maintained by electronic access control and 24 x 7 onsite security guards.

The data centre owned and operated by Global Switch is the largest of its kind in Australia and offers the highest quality of service available in Sydney.

INFRASTRUCTURE

Anchor's infrastructure is what will keep your application online 24 x 7. It's six years of continual investment and development with one goal in mind – building the best hosting infrastructure possible.

Reliable and uncongested network – we connect to three important networks in Australia – MCI, Ucomm and PIPE.

Monitoring – every facet of our network is monitored for uptime and performance. We'll be monitoring 20 different data points on your server alone to find errors before they cause problems.

Configuration management – we've implemented one of the most advanced centralised configuration management systems available to improve reliability and accountability through reduction of operator error.

Process and documentation – every task at Anchor is documented. Our staff are backed by a thousand pages of internal documentation and procedures to ensure

requests are handled correctly and actions recorded.

Support systems – every call, every email, every request is logged and archived so that everyone at Anchor can understand your situation today and tomorrow.

PEOPLE

Prevailing business logic tells us that in corporations of many people only a few are responsible for most of its productivity. So, when we wondered what would set us apart from other hosting companies we decided to keep the few.

That's why we like to think of ourselves as different. We don't see that we have staff; we have a group of brilliant and accomplished people.

It was this decision that ensured that Anchor people responsible for developing and maintaining our technical infrastructure would be the same people that dealt with our customers. Call Anchor and the person listening will have had a role in implementing one of our custom designed mission critical hosting applications.

If you are having a problem you will neither hear instructions on what numbers to press nor a music loop. You will however be communicating with a person. Probably you will hear nothing for a while. Anchor people think before giving considered advice.

With this kind of support chances are you'll be satisfied after one call. It is what Anchor strives for, to get it right the first time. Yet in the real world there are tough ones. When the phone calls and emails are flying thick and fast you will not find yourself needing to remind Anchor what the issues were and who said what. Continuity is built into our service processes.

It is the kind of support your company should have. In fact, it is the kind of support that our clients have come to rely on.

Six years after we first started we now have a smart team that applies itself to work that is really important. The net result of which is quality hosting and service for all of Anchor's three thousand plus clients.