

MANAGED SUPPORT SERVICES



REFOCUS YOUR IT STAFF ON KEY INITIATIVES

With businesses increasingly dependent on technology and the cloud for running their businesses, secure and uninterrupted access to applications and data is critical. But IT staff can quickly become overwhelmed with support requests, impacting resolution times and reducing their focus on core initiatives. EarthLink Business provides an array of support services that reduces the burden of day-to-day maintenance while ensuring secure, reliable access to mission critical applications.

Managed EarthLink TechCare

EarthLink TechCare delivers a customized world class IT help desk experience for your end-users that maximizes their productivity from the office, at home or on the road. This service is fully integrated into your unique IT environment. Our North America based certified professionals seamlessly resolve your end-users technology challenges. We offer customized VIP support for key executives ensuring they have priority and special handling.

Managed Cloud Hosting

Network security and reliability is our top priority within the SSAE 16 compliant Data Centers. That's why our Bronze level of management is automatically included in our EarthLink Cloud Hosting, Dedicated Server, and Colocation services plans. You can gain increased levels of support by choosing to upgrade your services to the Silver, Gold or Platinum support packages. Opt for 24/7/365 emergency assistance and basic monitoring or rely on our team for more advanced tasks like operating system (OS) installations, systems patches and reloads.

Managed Colocation

Businesses running and supporting enterprise applications utilize our managed colocation service to streamline IT processes and reduce internal resources. EarthLink engineers provide network and colocation support at multiple levels for hardware, software, and IT infrastructure - letting you determine how much support is required. EarthLink's SSAE 16 compliant Data Centers are fully equipped to protect your data, giving you the highest level of support, security and confidence.

FEATURES

- Certified server engineers and IT staff
- Support for hardware, software, operating systems and IT infrastructure
- 24/7/365 monitoring and assistance
- Four levels of service based on business needs

BENEFITS

- Improve security and reliability by staying current with patches and upgrades
- Reduce downtime with continuous monitoring and automated failover/recovery
- Refocus IT staff on strategic initiatives by offloading the hassles of day-to-day support

EarthLink IT Managed Support Services extends your IT team

Our experienced IT staff provide 24/7/365 assistance and monitoring of networks, power, and hardware, and can also offer add-on services including OS installation and maintenance, advanced monitoring, database backup and restore, performance tuning, and security assessment.

The four levels of managed support increasingly transfer the burden from your IT team in running your servers and operating systems - giving you greater security and reliability. Let our certified server engineers manage your hardware, OS and IT infrastructure, so you can reduce costs and focus on optimizing your core business.

Managed Support Services

Bronze service is included with Managed Colocation, Virtualization and Application Services, with three options for added support.

	Bronze	Silver	Gold	Platinum
Network Support	Yes	Yes	Yes	Yes
Power Support	Yes	Yes	Yes	Yes
Hardware Support	Yes	Yes	Yes	Yes
Server Reboot	1	Unlimited	Unlimited	Unlimited
Backup Management	Yes	Yes	Yes	Yes
Restore		1	2	4
24/7 Emergency Support		Yes	Yes	Yes
Basic Monitoring		Yes	Yes	Yes
Advanced Monitoring			Yes	Yes
OS Installation			Yes	Yes
OS Patches & Updates			Yes	Yes
AV Services			Yes	Yes
OS Reloads			Yes	Yes
Preferential Hourly Rate			Yes	Yes
Performance Tuning				Yes
Security Assessment				Annually
Exchange Administration				Optional

About EarthLink Business

EarthLink is a leading IT services, network and communications provider to more than 150,000 businesses. EarthLink empowers customers with nationwide data and voice IP services, as well as managed IT services including cloud computing, data centers, virtualization, security, applications and support services.

GET STARTED