HA

We are **HA**
Managed Hosting Architects

Support Services

Fully automated support services monitored by a team of expert engineers, on hand to assist and resolve any issues, 24/7/365.

24/7

Round the clock expert support

Have peace of mind with HA as an extension to your team.

With advanced automated monitoring systems, our expert engineers are on hand to assist with any issues, 24/7/365.

Support time included in our packages

To ensure all your servers have the necessary monitoring, attention and support care, all our packages are based on individual support time per server, per month.

To give you an idea of how our support time works, each server's support time is attributed to working on or analysing an issue or query, prioritised on its level of urgency.

The requested support time starts as soon as we work on a ticket or request to investigate and fix a problem.

The support time ends when either the issue has been resolved, or there is a break/downtime in the ticket and work is not being actively carried out.

The accrued support time per ticket/issue, is recorded and once a resolution has been found, the total time is transferred to our Accounts department.

How our billing works

We work on honesty and will never bill a client for a ticket or issue we are not actively working on. When work on the ticket stops, so does the tracking of time towards it.

At the end of each calendar month, a manager will review the time accrued and will pass this on to our Accounts department. An invoice will be raised for any hours above the contracted support hours.

Support packages to cover your needs

	Basic	Professional	Enterprise
Sophisticated 24/7/365 monitoring and alerting service platform	✓	✓	✓
Fully automated system maintained to ISO 27001 operational and security standards	✓	✓	✓
Intrusion detection/prevention system	✓	✓	✓
Effective and efficient resource monitoring	✓	✓	✓
Access to a team of engineers to respond to queries and issues	✓	✓	✓
Access to an enhanced analysis dashboard displaying real-time server metrics to fully understand performance		✓	✓
A dedicated expert engineer as an extension to your team			✓
Support engineer time included	1 hour	2 hours	5 hours
	£85*	£295*	£1,500*

*Prices exclude VAT. Prices are correct at the time of publication (January 2023).

SSL certificates

Our team are able to install SSL certificates which have been purchased through HA as part of your support package.

Not purchased an SSL though us? Not a problem. We can still install this for you and simply charge you for the time taken to complete the work.

Out of hours / Operational support

An experienced engineer is available 24/7/365 to assist with any operational issues.

Our out of hours support gives you peace of mind that should you experience any urgent issues, our team of engineers are on hand immediately. This service is provided to all our clients and is billed at £105 per hour (unless expressly requested not to be provided). See our **HA Cloud + Secure Managed Server SLA** for more details.

DevOps planning and strategies

Working closely with you, our DevOps team deliver continual support, with the most advanced, effective, and efficient tools, saving you valuable time and money.

We plan and navigate stumbling blocks which cause financial loss, poor reputation, lack of customer return and prevent the overall level of success you work hard to achieve.

Change request

If you need us to configure a server or service to do something different to your initial contract, that's no problem at all. We can discuss your requirements and provide you with a quotation to start the ball rolling.

End of life / End of support

When services have reached end of life, we can work with you to upgrade or replace your service to suit your needs.

Talk to us about what you need and we can put together a tailored quote.