Ch. 8 Written Exercise

Jade Holt

The two companies that does Apache Technical support is Envescent and A-team systems. Envescent is a cybersecurity, Cloud and IT consulting, researching and training solution. They been around since 1999; for IT, automation, cloud and cybersecurity the price varies depending on the time you call a consultant. For regular days excluding Federal holidays, it is $200 for per hour from 9 am to 5pm. For after hours and emergencies, it is $275 per hour. After hours is from 5pm to 9am and emergencies it has to be less than three business days with an advanced notice. They do offer technical support Apache servers, which will be under IT support. They offer training which will cost money, they support Windows, Macs OS X and Linux. They can help with Firefox, Google Chrome, Internet Explorer, Microsoft office and many more. They are family owned business.

The next company is A-team systems, they support Linux, PHP and MySQL, and they have off-site backups for businesses. They have different pricing support plans. They have On Demand support, Management and Support plans, Server security assessment, and Backups and Disaster recovery. Depending what you want the prices varies. For instance, the support and management plan has a cost estimator where you can customize your business support plan. They have two models they support, which can have an effect on the cost. It can cost over $5k depending how many servers you have. The On Demand support is different, it has Standard support for $165 per hour, Emergency for existing Enterprise clients is $275 per hour and Emergencies for Non-Enterprise clients is $330 per hour. They have different hours for what you may looking for, standard support hours is Monday to Friday 6am to 5pm PST which is 9am to 8pm EST. They are closed on weekends and they have extended hours for existing clients and enterprise support that is 24/7.

https://envescent.com/

https://www.ateamsystems.com/