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ITWP 2600

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Written Exercise – Chapter 8

“Using the Web, find at least two companies that provide technical support for user of the Apache Web Server software. List the company name and website URL within your report.

b. List the services that they provide and what they charge for their services (if available).

c. Summarize your findings in a report that is suitable for presentation to a nontechnical manager and that addresses the items above”

BobCares

<https://httpd.apache.org/support.html>

BobCares offers Apache hosting and server support with industry leading service level agreements. The Bobcares team offers a wide variety of hosting support such as maintenance, web hosting support, emergency Administration, server monitoring, and much more. The team aims to provide 24/7 on demand support and insurers Optimum performance for your application. Bobcares offers multiple plans and pricing options to fit your Apache hosting and support needs. The plans range from \$39 to \$75, with the lowest plan offering basic support with a 30-minute response time and the most expensive plan offering help desk, phone, and live chat support. All in all, Bob chairs offers a lot of support options that could be useful when managing Apache hosting. I would recommend this service because of the help desk support, it's always nice to have somebody to call when you run into a problem.

A-Team Systems

<https://www.ateamsystems.com/services-support/web-server-support/apache-server-support-2/>

A-Team Systems offers complete Apache server support and claims that they have 100 Years of cultivated knowledge at the user's disposal. A-Team systems will help you resolve your Apache server problems. They have experience with all types of environments and deal with single or multiple server setups. The A-Team offers Apache server support with year round coverage and a support team available 24/7. They offer two types of plans; the integrated management and security plan, or the Streamline support entitlement. The website shows little to no pricing other than a \$165 an hour rate for working on your website. It looks like if you talk to a representative, you may be able to customize the plan for a monthly subscription. I like this because it offers people the ability to get the specific support that they need whether that be monitoring your servers or looking for stack support. I think their per hour pricing seemed a little high but maybe the monthly subscription would be a better option. All in all, I think that A-Team Systems offers a lot of good support features and could be very helpful when hosting Apache servers.