

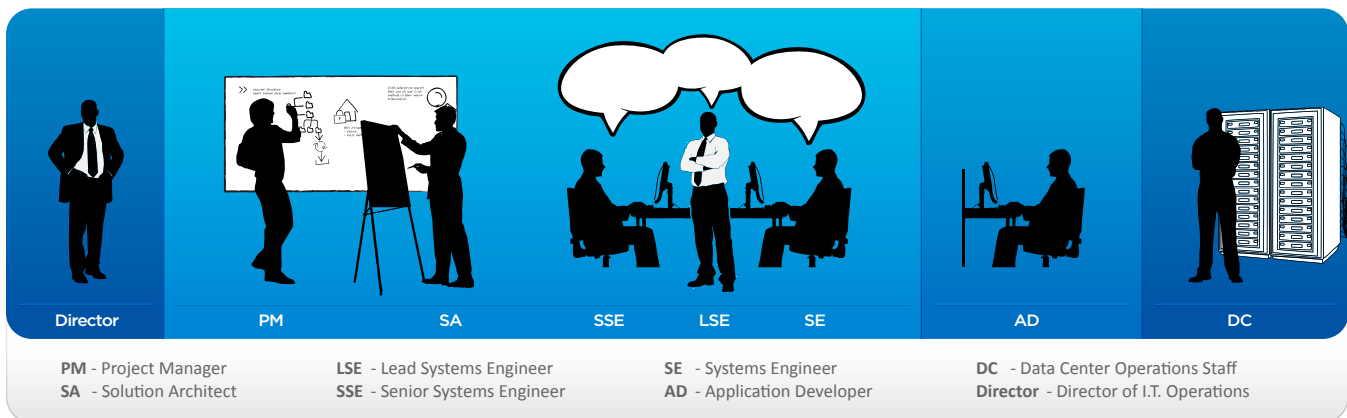
Gold-Certified Support

A team of experts, all your own.

Tired of getting after hours voicemail when you're in dire need of support assistance? Looking for a live, knowledgeable voice, regardless of the day or time? We understand. Fpweb.net Gold Certified Support promises you the personal attention and expertise you deserve. Because at the end of the day, we aren't just a hosting provider... we're your dedicated support team.

When you join the Fpweb.net family, you'll be assigned a team of seasoned service and support pros to take care of your every need. That's right; we won't just dump you in an unorganized support system, as an anonymous customer left to the hands of ticket system fate. Instead, you'll get an entire network of SharePoint experts, who know and understand your specific solution, just waiting to assist you.

Our expert engineers operate in a proven support network that offers you the highest level of solution assistance available. You'll be assigned a Dedicated Project Manager (PM), your single point of contact, who will monitor your SharePoint build to ensure all specifications are met.



Together with the PM, your specialized network includes a Solution Architect (SA), Systems Engineer (SE), Senior Systems Engineer (SSE), Lead Systems Engineer (LSE), Application Developer and, finally, our IT Operations Director who oversees the entire team. Together, their collaborative specialties form a level of IT expertise that only Fpweb.net can provide.

Our promise: To exceed your expectations.

With Fpweb.net Gold Certified Support, we won't just meet your needs, we'll exceed them. You'll experience 24x7 customer assistance with our proven, Tier III escalation process for rapid issue resolution. Each of our Systems Engineers is cross trained in multiple technologies to ensure you'll get the expertise you require on the spot. Plus, our teams are required to maintain up-to-date Microsoft Certifications, so you can be confident in the stability of your solution.

Most importantly, when it comes to good service, we understand that no two customers are alike. The good news is, no matter what your unique needs may be, we're willing and able to customize our process to fit your business. We're redefining the world of hosting support. From top to bottom, our staff is trained to take the burden off you. Make no mistake, hosted technologies are what we sell, but great customer service is what we do.



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Advanced Infrastructure
Portals & Collaboration
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