Module 8 – Written Exercise Chapter 8, Exercise #3 (Apache Web Server Tech Support)

Using your favorite search engine, find at least two companies that provide technical support for users of the Apache Web Server software. Learn what services they provide and, if possible, what they charge. Review their Web sites to learn more about the companies and summarize your findings in a report of about 200 words.

Apache Web Server software still has a large enough following to warrant many companies that will service and provide support for it. Various companies offer different levels of service from one-time technical support to full 24/7/365 service in all areas of support, setup and technical difficulties. Each company that I researched had a wide variety of specialized services to offer on a per issue basis or full-time monitoring and support. Each site was clearly laid out and well-marked to lead a user in the right direction to find what they needed.

A-Team Systems (www.ateamsystems.com) is an all-around IT and server software monitoring and support company. They have a specific portion of their site that is dedicated to Apache Web Server systems (https://www.ateamsystems.com/services-support/web-server-support/apache-server-support-2/). In a bind, they are happy to offer a pay as you go support system at a rate of $165 an hour during regular and extended business hours. If it's an emergency, after hours, then the cost is $330 per hour for regular customers and $275 for their Enterprise level customers. They also have an estimator to find out the price for "Support and Management" plans. They will also perform security assessments and offsite backups/disaster recovery services. Offsite backups start at $10 a month through to $200 or more depending on how many gigabytes need to be backed up each month (https://www.ateamsystems.com/services-support/web-server-support/apache-server-support-2/).

Pan-Tek (https://pantek.com/) is another all-around IT and server software and security company that chose its name from their desire to have a "panoramic view of technology" (Pan-Tek). They also offer 24/7/365 support for Apache in a section of their site fully dedicated to that type of software/server (https://pantek.com/apache-support/). They boast 25 years of experience in the field. They state that they are dedicated to trying to find any holes or failure points in each client's system to help get them up and running again without further downtime as well as looking for updates and patches (https://pantek.com/apache-support/). They did not have a pricing structure for Apache support services, but they did have a form that a user could fill out with their needs for someone to contact them about a pricing structure tailored to them.

When I went to write this essay, I ran into the situation below with one of the companies. I wanted to share it with you. I thought you would be in a bit of disbelief as well.

I believe that my top choice in the Google search engine (Google) was influenced by my current IP address which is in Sebring, Florida. Google's first choice was TeamLogicIT out of Fort Myers, Florida (https://www.teamlogicit.com/ft_myersfl914/Support). It spoke of a lot of general IT and technical support services. So, on a whim I called them to see if they did handle Apache Web Server technical support. After all, their company came up with a search for it as the #1 search. I didn't want to write about a company that really didn't support the required software.

The woman who answered the phone didn't seem to know what I was talking about,and she was a bit rude. She said she would ask someone, and then she wanted my name and company name. I informed her that I needed the information on if they did or didn't support Apache Web Server software technical support for a research paper. She told me that they don't give out any information on their services. I told her that I was surprised because I would expect that to be something listed plainly on their website and not considered a secret from people. She didn't say anything but a bit of an exhale. So, I politely said goodbye and hung up.

Works Cited

A-TeamSystems. *https://www.ateamsystems.com/*. n.d. website. 06 04 2021.

Google. *www.google.com*. n.d. web based search engine. 02 04 2021.

https://pantek.com/apache-support/. *Pan-Tek Apache Support*. n.d. website. 06 04 2021.

https://www.ateamsystems.com/services-support/web-server-support/apache-server-support-2/. *A-Team Systems*. n.d. website. 06 04 2021.

Pan-Tek. *https://pantek.com/*. n.d. website. 06 04 2021.