

# 24/7 PHP Support Centre

## For fitter, happier PHP applications

Web applications are increasingly used in mission-critical environments. To maximise your online revenues and offer superior customer experiences, it is essential that your application is underpinned with quality technical support in the event of an outage. Ibuildings Support Centre provides 100% support for your PHP applications. Our Support Team have years of experience in managing and supporting highly diverse systems and environments.

### What you get

#### Flexible PHP Support Packages

Pick and mix from the following elements:

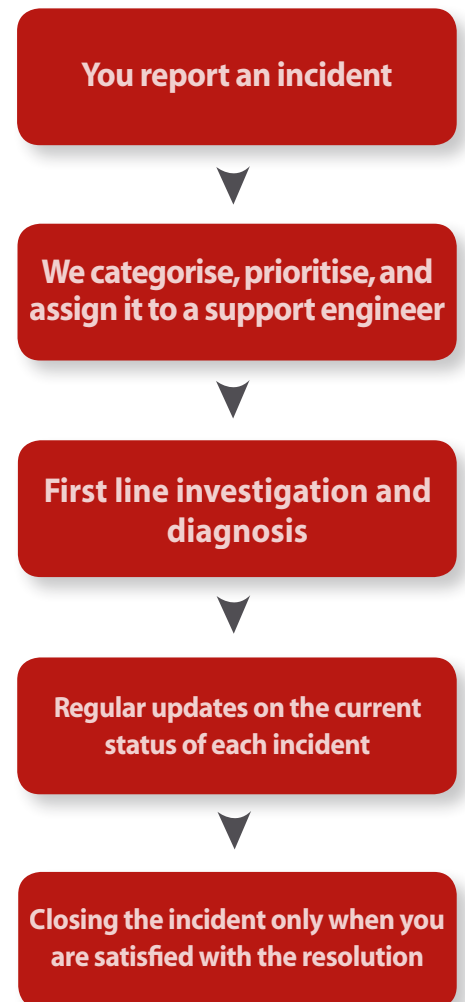
- From business hours to 24/7 support
- Web-based, integrated ticketing system to record each individual problem
- Telephone support
- Email support
- Proactive technical management
- Both incident and problem management
- Security monitoring
- A defined escalation path from initial helpdesk through to senior management
- Training documentation
- Open forums with key people

#### Proactive Problem Management

Proactive Problem Management as a process is intended to reduce the number and severity of incidents and problems impacting your business.

We can proactively diagnose problems and the underlying causes behind incidents, and work to provide and implement resolutions. We also maintain information about problems identified and the appropriate workarounds and resolutions to them. Our goal is to find the root cause and implement permanent resolutions to these, so that they do not reoccur.

### Typical Incident Workflow



## Benefits of working with Ibuildings



**Technical Excellence** – Ibuildings has been developing and supporting enterprise web applications for over 10 years. We employ more than 50 highly-skilled PHP specialists, familiar with best practices and the demands of modern web applications.



**Reduce web development costs** – Having a support/maintenance contract with Ibuildings is more cost-effective than employing a dedicated internal team.



**Minimise risk** – Our support service focuses on preventing problems before they occur. We want to build a proactive relationship with you, where we actively identify problematic areas in your application before they become a business risk. Should something go wrong, however, you can rely on our guaranteed response times and efficient resolution procedures to solve any bottlenecks as quickly as possible.



**Flexible engagement** – As an Ibuildings client, you'll receive an individually tailored support package, designed to meet your needs in the event of an outage. From business hours to 24/7 support, anything is possible.



**Service you can trust** – Our dedicated support team is based in the UK, and is only responsible for maintenance of existing projects – ensuring that new projects and existing applications won't conflict over resources. You can rely on always receiving the best possible service.



**Focus on communication** – Production environments tend to be complex, and are often managed by several external parties. We place a lot of emphasis on effective communication between all parties involved. We think this is essential to maintain the availability of your systems at an optimal level.

*For anything other than critical system restart support, please be aware that Ibuildings will need to perform a full code review which will be discussed as part of the on boarding process.*

### Our clients include:



Ladbrokes.com

five

Turner

haymarket

BBC



IPC MEDIA

and many more...

**ibuildings** [i]  
THE PHP PROFESSIONALS

*Established in 1999, Ibuildings is the leading PHP company in Europe, assisting medium and large enterprises with their web development challenges.*

*We focus on PHP, offering our customers a total package of web development, training, 24/7 application support and professional services – all delivered by our exceptionally talented software engineers. We provide high-quality solutions, allowing you to deploy modern internet technology to meet your business goals and objectives.*

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