



- 3 Technical Support**
 - 3a Unlimited, consultative support available to all staff members
 - 3b Toll-free number (Mon-Fri, 7:30am- 9:30pm CST)
 - 3c Online ticketing system via client's admin site
 - 3d Edlio help site: <http://help.edlio.com/>

- 4 Training**
 - 4a 2-2.5 hour Web conference training

- 5 Fully Managed Hosting**
 - 5a Full system availability
 - 5b Individual service availability
 - 5c Response time
 - 5e Denial of service attacks and security threats
 - 5d Data storage (backed-up)
 - 5e All deployed code is reviewed for security and stability issues
 - 5f Horizontal scaling to quickly increase capacity
 - 5g CDN-hosted images and files (*not all files)
 - 5h Properly provisioned top of the line servers, meaning much more reliable performance than shared hosting
 - 5i Load balance, redundantly designed system

