eagle TECHNOLOGIES

EAGLEWATCH SUPPORT

We provide a single point of contact and several levels of support to help ease the stress of maintenance and support.

Does the challenge of managing business critical systems have you on edge?

EAGLEWATCH 24X7 SUPPORT

Our Eagle help desk receives and reviews critical warnings and error messages from your EagleWatch-qualified products. The appropriate action will be taken to ensure minimal downtime. This service via phone or email is free for the first year on EagleWatch qualified products purchased and installed through Eagle and can be renewed annually.

EAGLEWATCH REMOTE ADMINISTRATION

Your dedicated Eagle engineer has remote access to the datacenter environment and is responsible for daily tasks associated with successful administration of your systems. This includes monitoring logs, sourcing and correcting errors, and contacting the appropriate onsite operator to address onsite errors that cannot be corrected via remote login.

EAGLEWATCH ONSITE ADMINISTRATION

An onsite engineer to manages and administers EagleWatch qualified products in your datacenter. This service can augment your staff during the new solution's learning curve or as a temporary service when in-house resources are unavailable. This service provides all the benefits of EagleWatch Remote Administration while providing a dedicated onsite engineer.

EAGLEWATCH FOR VMWARE

First-level support for VMware solutions is free for the first 90 days after installation. For continuing first-level support, contact your Eagle Account Executive for details.

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