



## Company History

Through a series of strategic business moves, CompTech Care became the Tier 1 host the company is known as today. CompTech Care thrives in an industry that is constantly reinventing itself. With innovations in customer service, ease of use, and special features for CompTech Care customers, the company continues to stay one step ahead of the competition.

CompTech Care employees take pride in offering some of the best 24 hour a day, customer-oriented support in the industry. Everyday hundreds of businesses trust CompTech Care with their web presence, reinforcing the CompTech Care tradition of industry-leading customer service, top-notch network reliability, unsurpassed prices, and innovative services.

CompTech Care provides low-cost feature-rich web hosting. The CompTech Care business model emphasizes service to small and medium sized businesses, allowing them to do e-commerce and focus on their core competencies while CompTech Care handles their Internet site.

## Why CompTech Care?

CompTech Care's excellent prices are not the only reasons why our customers rave about our services! Our customers appreciate:

- Industry-leading Customer Care program
- Rock-solid network - 100% uptime guaranteed
- 100% customer satisfaction guaranteed
- Unmatched reliability
- Lightning-fast network connectivity
- Custom hosting environment
- Innovative support technology

## Rock Solid Network 100% Uptime Guaranteed

We've taken great strides to provide reliable access to you. Our bandwidth saturation average (a measure of how crowded our systems are) is less than 30%. We have redundant DS-3 (capable of 45Mbps each) lines with diverse routes to the Internet Backbone, ensuring our servers always have an active connection to the Internet. BGP Peering allows us to automatically re-route traffic away from "Internet Traffic Jams." This means when one part of the Internet slows down your site will not be caught in the bottleneck. All of our servers are fast Dual Pentium III based technology with 512+ MB of RAM. We keep our servers at less than 50% capacity so even when traffic peaks, our servers won't overload.

## 100% Customer Satisfaction Guaranteed

While our competitors force half- or full-year commitments, here at CompTech Care you can pay month-to-month. All our server packages come feature-rich and competitively priced. Our starter UNIX package includes a full domain name, 24 hour toll free technical support and dozens of useful

CGI scripts to enhance your site. You even have the option of pre-paying 1 year in advance to receive a hefty discount. Because of this guarantee to customer satisfaction, CompTech Care has grown quickly to hosting sites for businesses in over 170 countries since 1997. If your site requires secure server, FrontPage 2000, Real Audio/Video or any of our other cutting-edge features then CompTech Care is the only choice for your web hosting needs.

### **Unmatched Reliability**

CompTech Care provides all of its clients with cutting-edge hardware, software and technology. All of CompTech Care's servers are custom-built with the most reliable equipment for higher performance. Best of all, there are less than 256 domains hosted on each of our servers, unlike the majority of our competitors who host anywhere from 500 to 1000 domains per server. With such a small number of domains on each server there is a lower server load, disk access time decreases and network speed increases.

### **Lightning-Fast Network Connectivity**

CompTech Care has chosen five of the best backbone providers to relay all traffic. This means that all our clients have a 100% uptime guarantee. The network is designed around redundancy and efficiency. BGP4, five DS3 lines and one OC3 connection to diverse backbones and a fully 100 Mbps Cisco Switched network make the CompTech Care network top-notch.

### **Custom Hosting Environment**

We strongly believe that the environment where the servers are located is as important to our client's websites as the services our clients are receiving. The CompTech Care Data Center is geographically located near an Internet Exchange Point to minimize traffic hops and optimize performance. Our Data Center features a Power Management System which includes 2.5 megawatts premise power, a customer dedicated power backed up by an Uninterruptible Power Supply (UPS), a 235,000 watt diesel generator, customer dedicated circuit breaker protection and scalable customer power. We also have fire zones above the ceiling and below the floor, specialized heat/smoke sensors and automatic fire department notification. Our Mainframe Style Construction includes HVAC, separate cooling zones, and seismically braced racks. Our server hosting facility also uses scalable areas; cabinets, full open racks, shared open racks, and are secured by motion sensors, key-card access, video camera surveillance, a security breach alarm, and 24/7 police monitoring. Our Network Operations Center is a high security facility, and no customer is permitted to enter this area. Certified technicians are monitoring the equipment 24 hours a day.

### **Innovative Support Technology**

CompTech Care is currently hosting over 105,000 customers whose skills range anywhere from novice-level to experts. These range from personal websites to Fortune 500 corporations. The CompTech Care customer service center is staffed 24 hours a day to offer assistance in any area. When the call center cannot resolve a customer's issue, the dedicated Customer Care Team steps in to facilitate the resolution of any problem, whether billing, technical or administration. At no point does a CompTech Care customer feel alone; they know that we are standing by waiting for their call. With 24/7 toll-free technical support, 24/7 online support chat and a dedicated online support center, CompTech Care is constantly rated in the Top 10 of any list for its support and dedication.

**Powerful Hosting for the Global World!**

**CompTech Care**

Corp: <http://comptechcare.com>

Hosting: <http://comptechcare.net>