ARCANE

STRATEGIES

Cloud Hosting Support

More Than Just Cloud Support

Dedicated Engineers

Free DevOps Licensing

Platform Agnostic Support

SERVICES

Direct Multi-platform Integration (AWS/Azure)

24/7 Monitoring and Proactive Maintainance
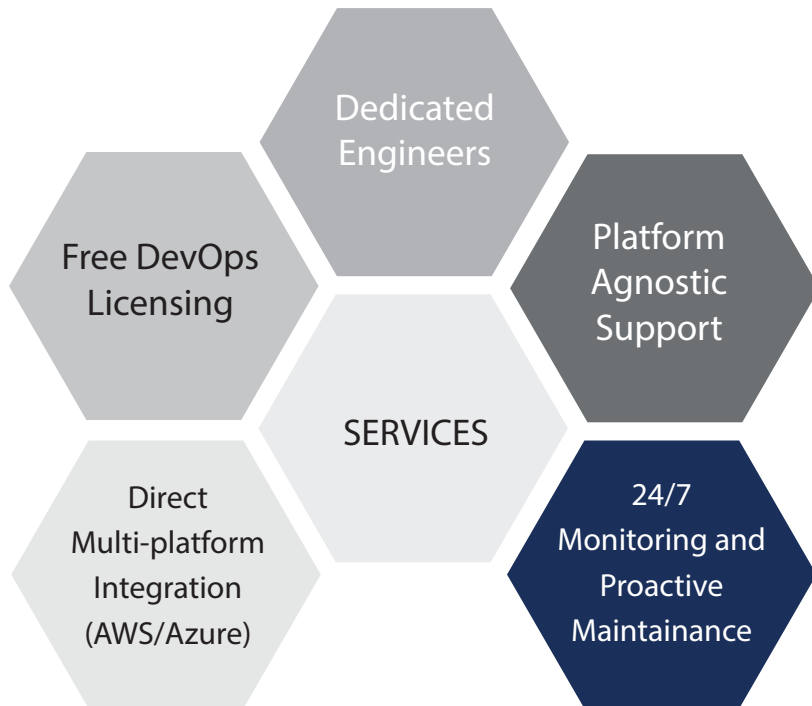
Proactive Monitoring & Maintenance

Our proprietary auditing tools will keep you and our engineers in the know of foreseeable problems, to help prevent and more quickly resolve issues, in the future.

Account Management and Ticketing

Your Arcane account will put you in touch with managers and engineers, to complete and track support requests.

Industry Best Pricing and Response Time

Pricing and response times tailored to beat big name tech providers like AWS, Azure, Google, and Rackspace.

Unlimited Support Requests

We do not track hours. Unless otherwise stated by your representative, in advance, you can expect to pay a flat rate month to month.

Alerts

24 hour email and SMS alerts to our engineers will allow them to spring into action.

Read more at:
arcanestrategies.com/cloud

ARCANE STRATEGIES

Case Studies | Service Customers

Tech	Legal	Retail

marantec

Moses & Singer

WinTech

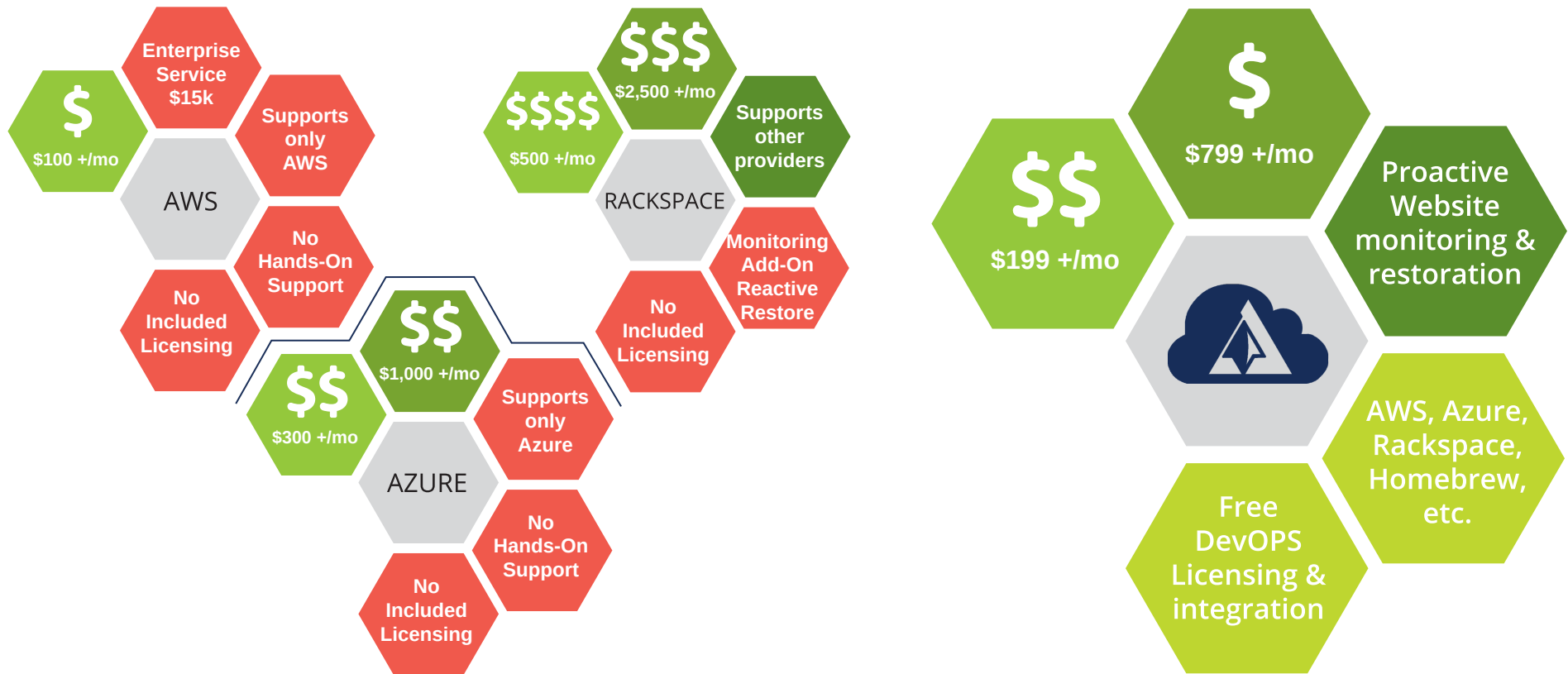Wolters Kluwer

RUMBLE

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Available SLAs and Pricing

Arcane offers Standard and Premium SLA's, suited to your business's needs. We appreciate your trust and continued business. This is why we offer customer loyalty rates based on your length of active contract.

Packages

	Response Time	Availability	Pricing
Standard	4-6 hours	9-5 M-F Tel + 24/7 ticketing	$99 +$100/device
Premium	2-4 hours	24/7 Tel + ticketing	$499 +$300/device

Customer Loyalty Pricing

Length of Active Contracts	Applied Discount
All renewals < 2 weeks expired	Grandfathered rate (your rates will not go up)
2 years	5% off
3+ years	10% off

Services | Cloud Hosting Support

AWS
- $ $100 +/mo
- Enterprise Service $15k
- Supports only AWS
- No Hands-On Support
- No Included Licensing

AZURE
- $$ $300 +/mo
- $$ $1,000 +/mo
- Supports only Azure
- No Hands-On Support
- No Included Licensing

RACKSPACE
- $$$$ $500 +/mo
- $$$ $2,500 +/mo
- Supports other providers
- Monitoring Add-On Reactive Restore
- No Included Licensing

(Arcane)
- $$ $199 +/mo
- $ $799 +/mo
- Proactive Website monitoring & restoration
- AWS, Azure, Rackspace, Homebrew, etc.
- Free DevOPS Licensing & integration

Legend
- 🟢 Standard Service Price
- 🟢 Premium Service Option
- 🟢 Services - Provided
- 🔴 Services - Not Provided

1 "Standard" SLA identifies the equivalent SLA/price tier for each corresponding service: Amazon's "Business, Microsoft's "Standard", Rackspace's "Navigator" (and "Managed" for Rackspace solutions), and Arcane's "Standard".

2 "Premiere" SLA identifies the equivalent SLA/price tier for each corresponding service: Azure's "Business Direct" and Rackspace's "Aviator" services most closely, while Amazon offers no comparable option.

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Sign Up

Supporting client servers? Arcane's partner network offers discounted rates, whitelabeling opportunities, and service referrals to qualified agencies.

Can't find what you're looking for? Call us today and we'll find the solution you need, even if that means referring you to a qualified vendor.

- Visit Store.ArcaneStrategies.com and select "Managed Cloud Services" option.

- Once you decide which SLA you'd like, click the "Buy" button

- Proceed through checkout (VIEW CART).

- Within 2 hours M-F 9-5, you will receive a phone call from a representative, to get you started.

Subscribe Today!
arcanestrategies.com

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