

Support

A Fresh Approach to Support

At MITS we believe you should be able to talk to a technician whenever you need to – so we don't use a call center to triage our support issues. MITS technicians are highly skilled engineers with a strong pedigree in Networking, Infrastructure and Systems Administration – they know what they are talking about and love solving your problems.

Technical Account Manager (TAM)

Along with your personal account manager, MITS will assign you a TAM. They will be your first point of contact for technical resources, able to put you in touch with the right in-house technical staff, and to ensure that any technical questions are followed through to completion.

No Junior Technicians or Gatekeepers

Expect to get straight through to qualified IT pro's obsessed with solving your problems, fast. We nurture the best technical talent so you get the best know-how. It's a huge difference between us and the competition.

30 Day Money Back Guarantee

If you're not happy, we're not happy. That's why we offer a no quibble 30 day money back guarantee. If you are less than delighted with the service we offer in the first 30 days for any reason, you can cancel and receive a full refund on your hosting fees. There will be no questions asked other than what we can do better next time.

100% Uptime Service Level Agreement

We put our money where our mouth is when it comes to service availability – our 100% uptime SLA guarantees your service will be available 100% of the time, or your money back.