

Introducing FMAssure from IT Solutions

You've probably spent thousands of hours or dollars (or both) building a FileMaker solution to take your business into the future. Why risk losing it all with a backup strategy that's stuck in the past? IT Solutions – the leading FileMaker Business Alliance network services company – introduces three innovative FileMaker Server support plans that keep your data safe and your mind at ease. FMAssure provides comprehensive coverage that goes far beyond traditional backup solutions and was developed just for FileMaker servers. From priority support for your locally hosted solutions to full off-site backup, disaster recovery, and business continuity services, trust your FileMaker system to IT Solutions.



FMAssure Features

	FMAssure Server Support	FMAssure Disaster Recovery	FMAssure Business Continuity
2-hour response time during normal business hours	•	•	•
File restores from local backups	•	•	•
FileMaker Server software troubleshooting	•	•	•
FileMaker Server software reinstallation (if necessary)	•	•	•
FileMaker Server software patches	•	•	•
Highest priority assistance	•	•	•
Weekly backup check	•	•	•
Scheduled task monitoring	•	•	•
Weekly event log review	•	•	•
Recommendations for performance improvements	•	•	•
Instant Web Publishing support	•	•	•
Web-based ticketing system, issue manager and knowledgebase	•	•	•
Direct FileMaker Server phone support	•	•	•
Offsite backup to secure remote datacenter		•	•
One month of emergency remote hosting of your solution in the event of a disaster			•
Monthly Pricing for FM Server versions 7 and up*	Call for pricing	Call for pricing	Call for pricing

*Legacy Server Support Fee (For FM Server 5.5 and earlier): Call for pricing