
Support Services

Phone Support

Rutter provides basic and advanced phone support. Basic includes comprehensive technical support during regular business hours, Monday - Friday, 8 a.m. - 5 p.m. For clients with highly critical business applications or networks, Rutter offers advanced phone support with around-the-clock technical support, 24 hours per day, seven days per week.

On-Site Support

Rutter offers emergency on-site engineering service during critical outages or business-down situations. Our Service Level Agreements can ensure a specific response time for onsite assistance during normal and non-business hours. Our pre-scheduled on-site support for updates and check-ups includes multiple variations on weekly, monthly or quarterly intervals.

Managed Services & Remote Network Management

Rutter supports customers with various technologies, multiple geographic sites using wide area architecture, and various applications. This service includes on-site or remote troubleshooting and support for WAN connectivity issues as well as real-time monitoring and alerts. Rutter's remote network support service lets our engineers access your network and assist with time-sensitive troubleshooting immediately.

Staff Augmentation

Rutter's experienced engineers can implement best practices, manage projects, fill a technology gap, or provide additional end-user support. Our team features multiple SE levels and certifications and can be contracted on both short and long-term engagements.