- Dual MMRs (Meet-Me-Rooms) offer unsurpassed network-neutral fiber interconnection to a multitude of providers
- Independent on-site A & B power generation
- Multi-MegaWatt utility feeds in a fully redundant (2N) A/B configuration
- 20MW of power capacity

Data Integrity

ImageTrend applications are backed up daily allowing for complete recovery of data to the most recent backup:

- Daily Scheduled Database and Application Backups.

- Daily Scheduled backup Success/Failure notification to ImageTrend staff

Application and Hosting Support

ImageTrend provides ongoing support as contracted for their applications and hosting services, including infrastructure. This includes continued attention to product performance and general maintenance needed to ensure application availability. Support includes technical diagnosis and fixes of technology issues involving ImageTrend software. ImageTrend has a broad range of technical support services available in the areas of:

- Web Application Hosting and Support

- Subject Matter Expert Application Usage Support

- Web Application Development/Enhancement

- Database Administration/Support

- Project Management

- Systems Engineering/Architecture

ImageTrend offers multi-level technical support, based on level-two user support by accommodating both the general inquiries of the administrators and those of the system users. We will give the administrators the ability to field support for the system as the first level of contact while providing them the option to refer inquiries directly to ImageTrend.

ImageTrend's Support Team is available online 24/7 at www.imagetrend.com/support with the call center staffed Monday through Friday from 7:30 am to 6:00 pm CST at

Toll Free: 1-888-469-7789
Phone: 952-469-1589

Online Support

ImageTrend offers an online support system which incorporates around-the-clock incident reporting of all submitted tickets to ImageTrend's application support specialists. Once a Client submits a support ticket, he or she can track the progress with a secure login to the support application. The system promotes speedy resolution by offering keyword-based self-help services and articles in the knowledgebase, should Clients wish to bypass traditional support