

Website Copy Example for Christie Creates

FAQ's for Trimariner's **The Hosting System**

#A – What makes the Trimariner **The Hosting System** so new wave?

Our system is unique due to the way our whole operation is designed to interact. Here at Trimariner we develop and own the complete system; it starts with the process of buying a domain name and continues through the subsequent web hosting areas. Our teams are in close proximity; thereby, providing our clients (which we hope to count you among them soon) with expedient service. Our developers are placed beside our admins and our support team, which further augments our 24 hour customer service by negating extensive wait times. We ensure that a live person will always be available to answer your needs right away. No vicious automated phone system cycles where you feel lost and frustrated.

#B – What does TrueHybrid Hosting accomplish? How can I benefit?

By using TrueHybrid technology Trimariner can combine Linux and Windows technologies to work collectively and efficiently on the same website. In essence, other companies have provided lesser versions of hybrid hosting by providing the option of hosting sites on Linux or Windows. Radically altering one's universe, TrueHybrid actually allows you to upload both ASP and PHP pages to play well in the same sandbox (so to speak). Where else can you get such ease of operation that allows the files to work automatically and intuitively?

#C – Isn't this seamless technology negated by mirroring one operating system?

While it is possible for Linux and Window servers to emulate one another, it can result in a quirky and unsteady combination. We feel that this outcome is unsubstantial and it provides an unrealistic shortcut. That technology always works better in a native environment is a known truism. **The Hosting System** enables multiple native environments to project their power through a clustering enterprise system that really produces. Any ASP.net, PHP 4, PHP 5, Perl, Python, or any combination of these technologies used to build your site, will be maximized using the TrueHybrid system.

#D – TrueHybrid seems impressive but what makes it tick?

Our advanced load balancing technology ensures your files are kept extremely secure behind our firewalls. While going beyond more conventional methods, **The Hosting System** identifies each file type and segregates them appropriately. Therefore, all Linux-based pages are served from the Linux specific optimized clusters. The same method applies to the Windows-based files.

#E – Is the TrueHybrid system unnecessarily repetitive? What happens if a server goes down?

Single points of failure (SPFs) can be common in some hosting setups. One wrong slip up in a complex system can trigger a tragedy. In the past, only stable solutions were available through large companies like Yahoo or Amazon.com – but not anymore! **The Hosting System's** advanced technology can provide the enterprise-level stabilization required by today's demanding and tech savvy web developers and designers.

In order to provide this extreme efficiency, the enterprise level architecture has been developed from the ground up to be dependable, repetitive, and protected. Each website, through proprietary technology, is deployed across entire clusters of servers. As these clusters all work together intuitively they are

prepared to immediately reroute web traffic if any component should fail. As a result other servers in the cluster will instantly recover without any lost data if a server crashes or a hard drive fails.

The System

#F - How was the storage system devised and how is the stability assured?

Trimariner does not toy with your hard earned trust. We don't fly by the seat of our pants. Three words back our confidence levels – RAID configuration and clusters. Our advanced architecture powers the Hosting System through high-performance, network attached storage devices. Within those storage devices the RAID configuration allows the drives to mirror one another ensuring redundancy. Our advanced software then secures your web pages, images and emails by clustering the storage devices into logical groups. These files are replicated immediately across each device. As a third and final security method, your system data is backed up on a repeating schedule.

#G – What is the backup schedule?

The Hosting System is set to backup your data each evening; that practice secures the server side should disaster recovery be required. For example, if a storage node were to crash on Trimariner's side, our backups recover the data. One less thing to loose sleep over, but we still recommend that you continue to periodically backup your site on your computer, as we will be unable to specifically extract your site from our backups. Backups for MySQL or MS SQL databases may be uploaded from our servers directly via your desktop software, or through our online utilities.

#H – Which versions of Windows and Linux are being used by **The Hosting System**?

The Windows platform is running Windows 2003. The Linux platform side is on Debian 3.1 (Sarge) and Red Hat Enterprise Server.

#I – Why isn't shell access being provided by **The Hosting System**?

We realize that shell access has some great benefits. However, we feel that to offer it at this time would prove a security risk. We do hope to make shell access available to clients at a later time.

Control Panel

#J - Who designed the Control Panel for Trimariner? It looks different from what I'm used to.

Frankly, we felt that typical *Control Panels* were not going to meet our unique needs. In order for the control panel to meet our needs, we built our own so it could fully realize **The Hosting System's** performance capabilities. This customization allows us to make improvements in all facets of the interface, and in turn, provide you with a more insightful web hosting experience.

#K – Can I use other control panels with **The Hosting System** that I am used to, such as: Plesk, Ensim or CPanel?

Not really. Switching control panel software causes a huge headache for everyone involved. Life can be confusing enough. Many control panels work the same way essentially anyway. Our integrated control panel works effortlessly to take full advantage of the many aspects of our platform. You'll note how intuitively our system guides you through your web hosting experience as well. You won't even miss your old control panels.