

Information for New Customers

1. Contact HSS Manager, Mark Scheible by E-mail (mark_scheible@ncsu.edu) or by phone (919) 513-1650. Questions can be answered over the phone or a meeting can be scheduled to discuss your application server requirements.
2. If you are planning on a new or upgraded system, HSS can provide quotes for hardware purchases and software licensing to help in the planning process, as well as provide an estimate for annual support charges. We also have a *virtual server* hosting environment running VMware, which can eliminate the need for customers to purchase a physical server. Virtual server customers have an annual hardware charge added to their support charge to cover the cost of the virtual hosting environment. This is usually less expensive than the cost of a new server, and has many additional benefits.
3. We are also available to participate in meetings with your application vendor to provide information about our campus environment or to answer configuration questions.
4. Charges for hosting services are based upon a number of criteria. These are explained in the Server Classification Procedure document. HSS services can be funded at the Vice Chancellor level if approved.

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