

Hudson - Supporting you for the Holidays and EVERY day!

Many people will begin celebrating the holidays this week and this is a good opportunity for Hudson to remind both long-term as well as newer clients that EMERGENCY Hudson Tech Support will be available to you 24 hours a day.

Our corporate office will be closed December 25, 26, and January 1 so that our staff may spend time with friends and family. Our normal office hours are Monday-Friday 08:00-06:00 Eastern.

Please review the various support options available to you in the panel to the right and then contact us if you have any questions about the best way to proceed.

We hope that you will not need to contact Hudson during the holidays and that you can relax and enjoy this time of year. Rest assured, we are here and ready to assist you if the need arises.

Happy Holidays from all of us at The Hudson Group!

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Support Options



Phone

- **978.531.1115**
 - Connects you to all Hudson departments
 - **Option 1: Routine Support, Web Support** and general questions. Rings to the first available support technician during office hours.
 - **Option 2: Emergency Support Issues.** Calls are routed to the cell phone of the on-call technician. If currently on another call, you will be able to leave a voice mail message with your name and phone number. This information is paged to all support team members.

E-Mail

- **support@hudsonltd.com** is the address to use for all routine, non-emergency, software and web support questions. E-mail is generally replied to within 48 hours.

Web Portal / Graphics Requests

- For any web reservation system portal or graphic requests, please use the following link to submit your request: **http://graphicrequest.hudsonltd.com/** or go to our website and select the "Links" page. You can access the Hudson Graphics Request Form here as well.

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