

Easyspace case study – Virtual Servers

Easyspace customer Neil wanted a website hosting solution that would allow him to stay in touch with family and friends as he travelled across Europe.

Neil, a trainee police officer, splits his time between Preston in Lancashire, and visiting family in Germany.

While in Germany he was keen to maintain contact through a blog where he could post updates and photographs, so he contacted Easyspace one Saturday to discuss his requirements.

By Monday, his first website was up and running.

Neil said: "Easyspace made the whole process unbelievably simple from the very beginning – the company is definitely true to its name!

"My background isn't in IT so I was really relying on Easyspace to help me through the whole process, which they did extraordinarily well."

"I just think of Easyspace as whirring away in the background so I can concentrate on the sites without worrying."

Neil took out enough hosting capacity to manage and maintain 10 websites, with his friends and family so impressed by the service that several have asked Neil if he

can set up similar sites for them.

But he said the good points of Easyspace extend to more than just simplicity and speed. Having been let down before by other web hosting companies in the market, Neil said that one of the most significant parts of the Easyspace service is its reliability.

With five data centres located throughout the UK – a crucial part of Neil's decision in choosing a provider – Easyspace customers benefit from fully-resilient and mirrored servers.

He said: "Before I started dealing with Easyspace I'd

had some problems with other hosting providers and I was so pleased not to have to go through all of that again.

"I've had no problems at all since I joined Easyspace, nothing has ever broken! For me the important thing is that your hosting provider just does its job without you noticing it's there – I just think of Easyspace as whirring away in the background so I can concentrate on the sites without worrying."

Neil admitted that his one experience with the Easyspace technical experts was when he made a mistake during the log-in process, but he added: "It was explained really clearly to me – a few instructions down the phone and I was off again."

Neil said another attractive feature of Easyspace was its competitive and flexible pricing structure.

By setting the price for hosting packages based on the requirements of the individual, Easyspace is able to offer tailored prices which reflect specific needs and means that customers don't pay for services they will never use.

Neil added: "I now look after five websites, and as a non-expert on technical issues I find it incredibly easy to maintain them. Easyspace hasn't put a foot wrong from the first phone call, and it's the very fact that I don't need to speak to them often, that I like the most!"

