

Case Study: TwentyFourTen Ltd

Bespoke production-management services company chooses Agility

TwentyFourTen are experienced web site designers based in Leeds. They specialise in creating affordable, sometimes even award winning web sites for private and public sector clients. Formed in 2002, they've now been operating for 10 years and are now essential VPW partners.

TWENTYFOURTEN

The Challenge

TwentyFourTen specialise in Web Design. Like any company in this field, they need web hosting services to take the creations and put them online for the world to see, so finding a hosting provider that offers robust, reliable hosting, charges a fair price and doesn't leave them with angry clients asking why web sites are slow or offline is essential. As TwentyFourTen are a full service design company, they take care of hosting for clients. What started as a single web site hosting deal back in 2003 has turned into a on-going partnership between the companies, hosting sites for MPs, production companies and many more.

TwentyFourTen rely on the capability of the VPW team to ensure client satisfaction every time, and the challenge for the VPW team is to ensure rock solid hosting every time – and all of the time!

Key Benefits:

- ✔ Choice of Windows and Linux Hosting to suit individual project needs
- ✔ Straightforward billing and charging structure
- ✔ Responsive, UK based support team
- ✔ Flexibility to provide bespoke solutions for demanding projects
- ✔ Fast, Reliable Web Hosting services ensure clients aren't disappointed
- ✔ Additional services from SQL, Domain Names and E-Mail Services available
- ✔ SLAs available on Xi Range



As a web development company the choice of hosting provider we use for our clients websites is very important. The quality of a hosting partners' 'services & support' reflects on ourselves - get that partnership wrong and our clients would quite rightly lose faith in us. Thank goodness we chose VPWSYS as that vital partner for our business. For almost ten years we have never recommended another hosting provider to any of our clients. From large-scale public sector websites requiring bespoke server components and daily backups, or a quick website for a local plumber, VPW have solutions to suit our clients needs, and support from the VPW team has always been first class. It's reassuring to know that there is expertise and know-how that we can call upon when we need it.

SIMON KNIGHT, DIRECTOR, TWENTYFOURTEN LTD



How does the VPW Product portfolio help TwentyFourTen?

TwentyFourTen take advantage of the extensive range of the Web Hosting services offered by VPW.

Web Hosting

The key service that the team at TwentyFourTen use from VPW is from the Web Hosting portfolio.



VPW offer both Windows and Linux site hosting, and this makes life easier for the development team at TwentyFourTen. It means they're free to choose and use whichever technology makes the most sense for a given customer project, rather than being limited simply due to the hosting service being used.

As a result TwentyFourTen use numerous packages across both the *Windows Essentials* and *Linux Essentials* range. Better yet, for the more demanding projects, they have taken advantage of the high performance, feature packed *Xi* range – a premier range of shared hosting services designed for demanding sites that don't quite justify having dedicated server systems.

E-Mail Services

It goes without saying that for most small business customers, e-mail is going to be essential. Since the web sites designed by the team at TwentyFourTen will be hosted on the customer domain name, providing e-mail services makes sense and is a requirement. Naturally, TwentyFourTen wanted to be able to offer reliable e-mail services and



not spend hours providing technical support, after all they're a design company. As partners, TwentyFourTen can use both the *Essentials* e-mail range as well as our advanced *Agility Mail* service if it suits the client needs without affecting the Web Hosting services they need to deliver great web sites.

Other Services

TwentyFourTen have also been able to take advantage of other services available through VPW, for example:



Domain Name Services

Registration, Transfers and DNS Services - the often forgotten but critical behind the scenes services.



Ad-Hoc Support

Calling up the technical team at VPW for help and advice on issues that don't always relate directly to Hosting.

