

# Nominee: ServerSpace

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## **Nomination title: Why ServerSpace deserves the title of Datacentre Hosting/Colocation Supplier of the Year**

Since our launch in 2006, ServerSpace has grown into one of the UK's leading IT managed services providers, delivering mission-critical solutions for all types and sizes of businesses. Our expertise in managed data centre solutions ensures that we always meet our customer objectives, while providing them with the highest levels of service and performance.

We focus on the delivery of data centre-based, simple and complex managed hosting services, cloud computing, colocation, connectivity and network services, from a single server to a private cloud network. In all cases, our aim is to provide these services in an agile, efficient, reliable, creative and intelligent way.

Our services utilise state-of-the-art technology and management systems to prevent service disruption and ensure business continuity. Our customers' servers are hosted in secure, controlled environments with solid reliability and stability.

Based in London, ServerSpace employ a team of dedicated, cross-skilled engineers who work with our customers to meet their needs. We proactively manage all hardware, software and infrastructure, providing innovative solutions that help our customers improve operational efficiencies and enable business advantage through the quality and flexibility of our services.

### **What are the solution's key distinguishing features/USPs?**

ServerSpace carries out significant work in the Independent Software Vendor (ISV) marketplace, where our offering has been particularly well received and successful. In addition we actively support the open source software community, hosting mirrors for Ubuntu, CentOS, Debian and Raspberry Pi.

We provide the ISV market with bespoke hosting solutions, private cloud, public cloud, and dedicated hosting solutions with our market-leading approach based on flexibility, speed, high security, superior customer support and a promise to never over sell.

All clients, regardless of size or spend, enjoy access to 24/7/365 support with a guaranteed 15 minute ticket response, guaranteed uptime of 100 per cent with a one-hour replacement of failed components, a greater level of redundancy thanks to hot and cold spares being always ready, and 'Out of Band' control thanks to our KVMoIP as standard.

Our core network is fully diverse and redundant to provide high-performance, always available connectivity by using bandwidth from a variety of Tier 1 providers. Our core

hardware is built and configured to sustain multiple equipment failures in the rare case of a disaster.

### **What tangible impact has your solution had on the market and your customers?**

By looking after their infrastructure and hosting needs, our ISV clients can put their efforts into improving coding, developing new software solutions and focusing on the success of their own business, rather than losing sleep over their hosting.

Our ServerSpace colocation options provide a number of supported and proven business results for our ISV customers. They save on the costs to build and maintain an expensive data centre, experience improved service levels, and enjoy a cutting-edge Internet network structure for their bandwidth needs.

### **What are the major differentiators between your solution and those of your primary competitors?**

The customer experience we offer our clients really sets ServerSpace apart from the competition.

We care about long-term relationships with our clients which is why we never over sell a service. We realise that communication matters and that we should understand and appreciate how our customers' businesses work in order to truly deliver and meet their expectations.

We go the 'extra mile' by placing existing customers first, listening to their needs and providing honest, direct feedback and information at all times. As a company, we take ownership, accept responsibility and look to build trust with our customers, always striving for excellence and learning from any mistakes.

The contracts we offer our customers are never fixed – we can change them as and when demand fluctuates. We work with our customers to create custom builds that are perfect for their exact needs – we don't simply offer fixed bundles.

From the beginning of the sales process our customers are introduced to their own dedicated account manager who will be their point of contact throughout the relationship. Our customers receive periodic calls to ensure they are happy with the ServerSpace experience, and we regularly review their current contract to ensure they are getting the best possible service.

The support we pride ourselves on, and which sets us apart from our peers, is offered to all ServerSpace customers regardless of size or spend. This ensures ISVs of all shapes and sizes enjoy the same quality of service, and can be sure they are receiving the best possible hosting and colocation at the right price for them.

#### Accreditation and Partners:

- ISO07001
- Dell Registered Partner
- Cisco Learning Associate
- Citrix SMP Partner
- VMware Partner
- Red Hat Partner
- CentOS
- Ubuntu
- Telx
- Parallels

#### Supportive quotes/case studies:

There are two clear features to the ServerSpace solution. First, the hosting technology is extremely fast and robust, so we have zero issues with redundancy and security. The second feature is the quality, speed and depth of knowledge of the support staff, particularly over the first few weeks of implementation. *David Allsopp, Head of IT, CarShop*

Now, our business is no longer dependant on our physical offices in any way and ServerSpace are a central component in our business continuity strategy. I am very satisfied with the response I get from ServerSpace – it is rapid and knowledgeable. I'd recommend ServerSpace without hesitation and have done several times. *Les Gray, Technical Director and Co-Founder, Recipero*

We also find the team at ServerSpace to be very professional at all times, always show willing to help and prompt to respond to any requests via their 24/7 helpdesk team. Overall I am very happy with their services and come highly recommended. *Peter Petrou, IT Consultant - IT Logik*

ServerSpace are encouraging to work with, far from arrogant, flexible and responsive. We swapped our service over from a larger more established organisation due to the ServerSpace customer experience. ServerSpace provided the right infrastructure and support of a data centre providing our customers 24/7 operations and the subsequent peace of mind. *Cetin Munir, Sales Director, Genisys Software*

## Why nominee should win

- The customer experience we offer our clients really sets ServerSpace apart from the competition.
- We provide the ISV market with bespoke hosting solutions, private cloud, public cloud, and dedicated hosting solutions.
- We work with our customers to create custom builds that are perfect for their exact needs – we don't simply offer fixed bundles.
- All clients, regardless of size or spend, enjoy access to 24/7/365 support with a guaranteed 15 minute ticket response, guaranteed uptime of 100 per cent with a one-hour replacement of failed components, a greater level of redundancy, and 'Out of Band' control with our KVMoIP as standard.