Nominee: ServerSpace

Nomination title: ServerSpace - serious about support

Background on ServerSpace

Since 2006, ServerSpace has provided high-quality, cost-effective hosting and connectivity services backed by excellent customer service and zero downtime. Customers include NBC Universal, Recipero LTD, Jurys Inns Hotel Group, Accord Consulting, AdIQuity and Syniverse Technologies. The company's hosting solutions come with a 100 per cent uptime guarantee, together with protection from power failures in a temperature controlled environment that also offers high speed connectivity of up to 1Gpbs.

Briefly, ServerSpace provides its customers with:

• Managed and Cloud Hosting solutions

• Superfast connectivity on the internet backbone

• High levels of physical security from its 5 tier 3 data centre PoPs

• 100 per cent uptime with guaranteed dynamic routing to multiple Tier 1 carriers

• Industry-leading monitoring delivered 24/7 by professional engineers

• Years of experience dealing with high volume internet infrastructure

Most recent achievements

In November 2012, ServerSpace was ranked number 10 in the 2012 Deloitte Technology Fast 50, a ranking of the 50 fastest-growing technology companies in the UK. It was the only hosting provider to be included in this list. Also, in December 2012 the company was ranked number 75 in the Deloitte Technology Fast 500 EMEA 2012, a ranking of the 500 fastest growing technology companies across Europe, the Middle East and Africa. As a result of a surge in customer demand for its managed hosting and cloud services, later on in 2012 ServerSpace launched a new PoP in a North London data centre just ten miles outside of central London, in Enfield. Offering a new Tier III data centre, the facility includes state-of-the-art infrastructure and connectivity services for its clients. In a bid to help its customers even further, ServerSpace has also recently launched the UK's first enterprise-level DDoS protection for SMBs in partnership with Black Lotus. At an affordable monthly cost, this extra service is just one of the many ways ServerSpace goes the extra mile to support its valued clients. Customer case study – Recipero ServerSpace began working with Recipero in 2007, a company that is currently the global leader in the collection and supply of personal property ownership and identification information. Recipero's database holds over 150 billion records and is interrogated over 4 million times a month by users in all time zones. In addition, Recipero is also the only private company in the UK to be integrated with the Police National Computer, meaning that it (and ServerSpace) have to comply with strict government security standards and service levels. As a result, high availability and 24/7 support are top of Recipero's list of priorities. The suppliers that Recipero were previously working with were unable to provide them with the level of security

needed, and the company felt as if they were not getting enough support. For example, in order to comply with Police regulations, Recipero has to continually prove that obsolete hardware, such as hard drives, are appropriately destroyed. When researching potential hosting providers, Les Gray, IT Director at Recipero, made a number of different calls and looked into many different hosting providers. Instead of being passed to numerous sales team members, when he contacted ServerSpace he was able to speak with Tim (Pat Dufficy, managing director of ServerSpace) straight away to discuss directly what was needed. Recipero placed its first two servers in ServerSpace's data centres in 2007 and became instantly aware that it was dealing with a different breed of hosting company. The main challenge was the actual process of moving the 8 or 9 servers – yet ServerSpace made the whole process run extremely smoothly.

In terms of plans for the future, 2013 is set to be a huge year for Recipero, who are expanding as a company and have some of the world's biggest companies poised to announce partnerships with. Not only this, but many of the expansion plans involve US clients, which means they are able to take advantage of ServerSpace's already impressive hosting service over there. It is also important for Recipero that their hosting provider is able to deal with the increased level of data, as the company is continually expanding. Currently running several million checks every month, it expects to have doubled this figure by the end of the year. Today, Recipero hosts 40 servers across two of ServerSpace's London-based data centres.

Customer testimonial – Les Gray, IT director at Recipero "There are always hands on deck at ServerSpace. We have literally raised a ticket at 2am and had it resolved by 3am. In my previous experience I could not get that level of support, which meant that I could not sleep at night. These days I sleep a lot better. 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 level of support I get from ServerSpace – it is rapid and knowledgeable. This satisfaction can be attributed to the way ServerSpace dedicates itself to understanding customers with complex needs, to building close customer relationships and to offering a service level that is commensurate with customers' requirements. I'd recommend ServerSpace without hesitation and have done several times."

Why nominee should win

In November 2012, ServerSpace was ranked number 10 in the 2012 Deloitte Technology Fast 50 UK, a ranking of the 50 fastest-growing technology companies in the UK. It was the only hosting provider to be included in this list. ServerSpace has recently launched the UK's first enterprise-level DDoS protection for SMBs in partnership with Black Lotus. Since 2007, ServerSpace has provided hosting for Recipero, the only private company in the UK to be integrated with the Police National Computer – meaning that both Recipero and SeverSpace have to comply with strict government security standards and service levels.