



Apex Computing changes hosting provider

January 2009: Supported247.com has finished migrating Apex Computing from DC-Hosting after it was acquired by Othello and the service levels dropped.

The Problem

Apex Computing had been using DC-Hosting for many years without issues, the level of service and the solutions provided met the company's needs and business was doing well. The existing owner of the company made the decision to sell the company to enable them to concentrate on other areas of the business. That is when Apex Computing problems started, Daniel Shone from Apex Computing made the decision to change hosting provider.

"The most important thing to our company is the level of service, we were looking for a host that gives first class support services and fast response times, to be able to pick up the phone and talk to an engineer and have our problems dealt with immediately. We were also looking for a personable company that takes the time to understand their clients and work with them to find the best possible solutions. It is hard to find companies that have this attention to detail and care about providing their customers with a service that exceeds their expectations. Adam and his team were the company we were looking for and I trust Supported247 to make sure that all our customers hosting requirements are met and provide us with a good reputation for service and response."

**Daniel Shorne, Managing Director
Apex Computing**

The Solution

Supported247.com now provides Apex Computing with a reseller account based on their Windows 2003 Hosting Platform hosted in The Bunker Ultra Secure data centre. The solution gives Apex Computing full control of the hosting solutions they provide their customers. The hosting solution uses Dot Net Panel to give Apex easy access to configure their customers' websites, create email accounts and manage their DNS entries. Apex have also taken advantage of virtual servers and currently use a Virtuozzo powered virtual server as part of their solution.

"We were concerned that moving from our existing hosts, the new systems would be time consuming to learn, however, the control panel systems are very intuitive and provided us with the ability to control our accounts much more easily. We also had several dedicated servers with our old host, the virtual servers at Supported247 saved us time and money, they were more reliable and easier to manage than our old Linux based boxes, and again the support in this transition was made easy by the Supported247 team."

**Daniel Shorne, Managing Director
Apex Computing**

Apex Computing can also take advantage of advanced hosting solutions including Hosted Exchange and Hosted SharePoint. These additional services can be controlled via the same control panel and can be added to any of their customers hosting solutions within minutes.

“We were pleased with the fresh approach we received with our new hosts, not only did they strive to provide all the existing systems and services we had with our old company, they also supplied new services that we could use ourselves and resell, such as hosted Exchange and SharePoint services. The level of support and training we received for using these new services was fantastic, again the fact that Supported247 is a personable company really made us feel special, like we weren’t just a number but a valued client.”

**Daniel Shorne, Managing Director
Apex Computing**

For more information on hosting services provided by Supported247.com with outstanding support visit our dedicated hosting website www.hosted247.com or call 020 7939 6466.

About Supported247.com

Supported247.com provides a range of IT Services to small and medium sized companies in London and Kent. The services include IT Support Services, Remote Backup Solutions, Web Hosting Solutions including hosted Exchange and SharePoint. Supported247.com's offices and engineers are based in London and Kent, along with the help desk and data centres.

About Apex Computing

Apex Computing Services offers IT Support and Consultancy for business and the education sector. Established in 2002 Apex is a Manchester company that prides itself in high levels of customer care and fast response times.