



Dedicated Servers enable Vostech to focus on customers, not server maintenance

About Vostech

Based in Sussex, Vostech are specialists in Internet Security, Network Support and complete IT solutions for business customers.

Project Overview

The challenge

- Vostech provided hosted email services via an onsite server, which meant staff were having to spend time looking after the equipment instead of their customers

Solution

- A Dedicated Server, hosted in Zen's secure, purpose built data centre removed the hassles caused by hosting servers onsite, and improved the reliability of the service

Business Value

- Customers are reporting a noticeably quicker email service
- Vostech can now proactively target additional customers to use their hosted email service to increase future revenue streams

Since the Dedicated Server was installed, I no longer have the hassles associated with hosting the server on my premises, and customers have noticed an increase in the speed of their email system.

Andy Collins
Vostech

That's Zen thinking

The Challenge

Vostech provide a range of consultancy and IT support services to clients in the UK, France, Spain, and Greece.

Before approaching Zen, they were providing a hosted email service on a server that was housed in their main office. This was not the ideal environment for equipment that housed mission critical data due to the lack of control over cooling, out of hours security, resilience, the extensive power required, and the drain on the company's Internet connection.

What the company wanted was to be able to provide a reliable service for their customers, but without the hassles associated with maintaining the server hardware themselves.



Case Study

The options

Zen proposed two alternative solutions:

- Colocation - Vostech would provide the hardware and retain responsibility for maintaining both the hardware and the software installed on it, and Zen would host the equipment in one of its purpose built data centres
- Dedicated Server - Vostech would lease equipment from Zen, which would be hosted in one of Zen's purpose build data centres, but unlike Colocation, Zen would also look after the hardware whilst allowing Vostech to maintain control over daily operations

Chosen solution

Vostech decided that the Dedicated Server option provided the best solution to overcome the challenges they were facing by hosting the server onsite.

While the Colocation option potentially involved less up front costs because Vostech would not have had to lease any additional hardware, the fact that they would still have had to send an Engineer out to the data centre if there was a problem with the server did not appeal to them.

By leasing a Dedicated Server from Zen, Vostech were confident that they would be provided with enterprise grade hardware, backed up by reliable service and support. The purpose built data centre provided the secure, temperature controlled environment required, and Zen's 24/7 Technical Support offering ensured someone would be on hand to fix any hardware problems should they arise.

"Your new server is a major improvement, it is faster and therefore more efficient."

Glenn Moore, GM Moore & Associates

The Benefits

The installation of the Dedicated Server was completed within 5 days of placing the order, and Vostech seamlessly moved the hosted email applications from their existing server onto the new Dedicated Server. Almost immediately, clients noticed that their email service was noticeably quicker.

From Vostech's point of view, satisfied customers are more likely to be loyal customers. Having a reliable server that enables them to offer clients a better service gives them the confidence they need to proactively target prospective customers who require hosted email services. A larger customer base ultimately means increased future revenue opportunities.

Zen Internet

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Zen Internet

Zen Internet, an independent Internet Service Provider (ISP), has been delivering services to business and residential users in the UK since 1995.

Led by founder and Managing Director Richard Tang, Zen's mission is to provide the best ISP service in the UK and is committed to investing in the latest technologies and providing high levels of service, support and reliability.

What Zen Offer

Whether you want a fast, reliable Internet connection, want to build an online presence, or need a server to provide hosted applications, we can help. Our portfolio includes:

Connectivity

- Broadband
- VoIP
- Leased Lines & Ethernet
- IP VPN
- Managed Firewalls

Hosting

- Domain Names
- Web Hosting
- Managed Hosting
- Dedicated Servers
- Colocation

Data Backup

