

Heart Internet case study:

# Daneswood.co.uk

Full service web design and ecommerce agency.

## Customer since:

- 2004

## Services used

- Reseller Pro
- Quad Core Linux Dedicated Server
- cPanel
- Domain names



## About daneswood.co.uk

Established in 2003, Daneswood is a full service web design agency based in Exeter. Following a 25 year career in corporate IT and software development, the company was set up by Managing Director, Peter Weeks. Originally part of a franchise operation, Daneswood has been operating fully independently since 2005. During that time the company has developed in excess of 350 websites, and as a testament to the quality of their work, their first ever client is still with them. The company has established itself as one of the leading agencies in Devon and has now grown to a team of 7.

Daneswood specialise in ecommerce solutions as well as content managed sites, across a range of sectors including retailers, construction companies, professional services, artists, photographers, hotels, holiday accommodation providers, charities and organisations.

## Daneswood and Heart Internet

Daneswood has been with Heart Internet since the start, as Peter explains “We first started to use Heart Internet in 2004 when we were looking for a hosting company that we could rely on when we were in the throes of separating ourselves from the franchise business. We undertook extensive research of the hosting reseller market and chose Heart Internet for their unbeatable mix of cost effective hosting matched with a highly scalable facility which would enable us to grow without restriction.”

Daneswood has been successfully using Heart Internet’s shared server services since 2004 and in 2009 invested in a dedicated server in order to provide a more scalable and controllable environment for a number of key clients. “Since then we have used the dedicated server to host all of our major ecommerce sites as well as other key client sites where continuity of service is paramount.

Before we used Heart Internet’s dedicated server we had been using a service provided by a local company but Heart Internet’s offering was extremely attractive, not only because of price, but also because of the quality of the server and the control we would be given through cPanel.”

Peter has kept his eye on the web hosting market and is still happy to trust his company's websites with Heart Internet "The hosting market is extremely competitive and over the years we have been able to see what other companies are able to offer when we have had to use some client's own accounts. Without exception, all of Heart Internet's competitors don't seem to offer anything like the functionality, resources and support that Heart provide, regardless of price. When that is matched with Heart Internet's very keenly priced reseller package then it proves unbeatable. "

## Customer support

Heart Internet's 24/7 UK support has impressed Peter "Whenever we have had technical problems we have always been impressed with Heart Internet's speed of response and the level of their technical knowledge. Tickets are always answered quickly regardless of the time of day and it provides us with a real level of comfort knowing that specialist knowledge can be called on when things get tough."

## The future

Peter sees Daneswood's future as being firmly with Heart Internet "We get contacted regularly by other hosting companies to change provider but I can't foresee any reason why we would need to change. Heart Internet provides us with everything we need and I can only see our association deepening. The dedicated server has been fantastic and we will almost certainly be looking to add to this part of our service in future in order to provide additional value to our clients."

Daneswood: Website design company based in Exeter. Specialists in ecommerce development email marketing, content management systems and search engine optimisation.

## Reseller Hosting

Heart Internet's Reseller Professional account is every Internet professional's dream. Our Reseller package includes the ability to sell unlimited websites and domain names plus offer your customers unlimited web space, bandwidth, emails, databases and much more. At just £29.99 per month the Heart Internet Reseller Professional is outstanding value for money.

### Features Include:

- Linux & Windows hosting
- 100% white label & your brand
- Create, manage & delete accounts in real time
- HostPay shopping cart, CRM & billing system
- Reseller API
- 24/7/365 UK support

Only **£29.99** per month

For more information about our market leading reseller hosting visit:

[www.heartinternet.co.uk/reseller-hosting/](http://www.heartinternet.co.uk/reseller-hosting/)