

Heart Internet case study:

Nixondesign.com

One of the most well regarded graphic design studios in the south west.

Customer since:

- July 2006

Services used

- Dual Core Dedicated Server (Linux)
- Reseller Professional Hosting
- SSL Certificates

The Nixon logo is displayed in a blue, sans-serif font.

About Nixondesign.com

Nixon Design was started by Martin Nixon in 1992 and has grown steadily from a one man band to one of the most well regarded graphic design studios in the south west, working for both local and national clients on brand strategy and identity, digital and brand communication projects.

Nixon Design creates design solutions that help successful businesses and organisations become more attractive to potential clients or supporters. In most cases their work results in an increase in profitability, but of equal importance is much more effective communication with a specific target audience. From their studio in Cornwall they work for clients throughout the UK.

Nixondesign.com & Heart Internet

Jonathan Davies, senior web-developer at Nixon Design explained “We were very dissatisfied with our previous web hosting supplier for a number of reasons. These included making what they considered to be small configuration changes with no prior notification to our web team, often with disastrous consequences to our websites. This was simply not the level of service we were after, nor were we expecting!”

“We found Heart Internet through a magazine advert and it immediately ticked all the necessary boxes in terms of service level, flexibility and of course price. It was a no-brainer to opt for their Reseller package and we got up to speed with the interface in no time. This allowed us to bring the complete web solution under one roof and we have been very happy with the results.”

“Our decision to take a dedicated server from Heart Internet was based primarily on the excellent customer service we received from Heart Internet. We felt confident this service would continue with the dedicated server option and it certainly has. It is beneficial to our business to have all our hosting options in one place, as this speeds up response times and removes the inherent complications of multiple suppliers.”

Nixon Design use dedicated servers for their clients who receive a significant amount of traffic and require a solution that would meet this demand and allow complete piece of mind with minimal downtime. Nixon Design also uses Heart Internet for all their clients’ emails, online database, SSL certificates etc. Jonathan commented “We consider Heart Internet to be a ‘one-stop-shop’ for all our hosting requirements.”

Customer Support

Heart Internet provides 24/7/365 customer support which Nixon Design have benefited from, “We cannot fault the customer support at Heart Internet. The response times are fast and the information clear and helpful and there are times that I feel I know the support team personally. We certainly recommend Heart Internet for any size of business. They are extremely professional, helpful and above all reliable.”

The future

Jonathan sees big things for Nixon’s future “We pride ourselves on this and whilst we are keen to grow the business we still want to retain that family feeling. The digital side of our business is growing rapidly and we envisage that this will continue. We recognise that we need to be at the forefront of emerging technologies and this will be our goal over the coming years. Increasingly we are working for clients throughout the UK and this is something we would like to develop further. We envisage growing our team to circa 20 over the next 3-5 years, with the scope of our business evolving and our becoming a full service digital agency.”

Dedicated Servers

Heart Internet’s Linux Dual & Quad Core Dedicated Servers provide unparalleled server specification, bandwidth and service for a low monthly fee and no setup charges.

Server Specification

- Quad Core Xeon 2.5Ghz
- 4 GB of Ram
- 2 x 250 GB Hard Drives
- Linux or Windows OS

Prices start from only: **£79.99**

For more information on our great value servers please visit:
www.heartinternet.co.uk/dedicated-servers/