



Joomla Wired is a hosting company that offers customers the world's first dedicated server environment for Joomla!™, the award winning content management system that powers millions of websites worldwide.

Joomla Wired grew out of web design company called WebxSolution after its directors realised that they were building great websites for clients but found the various hosting companies those clients used were not equipped to support Joomla's framework.

Joomla Wired serves thousands of customers from its offices in Chigwell, Essex. Its customers include Energy UK, which represents the UK's gas and electricity companies, as well as a number of local councils and NHS hospitals.

Catastrophic colo

At the beginning Joomla Wired opted for colocation with several different hosting providers but the directors were soon tearing their hair out because the disparate services were so unreliable.

Mark Smeed, director of Joomla Wired, explains: "We suffered a number of catastrophic crashes with our hosting providers that left us explaining to customers why they had no functioning websites for three or four days. We'd originally thought that a colocation deal would



be good for us but the hosting providers were no good at all."

The solution was to go with one company to provide the secure and scalable hosting that was needed. That solution was provided by the dedicated servers of RapidSwitch.

A rapid switch to RapidSwitch

The benefits of using RapidSwitch were felt almost immediately. There was a complete turnaround in service.

Mark Smeed, says: "We really couldn't believe the speed of service we got from RapidSwitch – it took just 5 or 10 minutes to get a response when previously we could be left waiting for days. In fact we actually sent RapidSwitch a couple of dummy tickets just to make sure that we weren't mistaken. Sure enough the response was as quick as it had originally seemed. We were blown away by the difference!"

Sarah Haran, managing director of RapidSwitch, explains: "It's no surprise to hear that Joomla Wired had problems with their hosting support as a lot of providers make big promises but don't deliver. At RapidSwitch we refuse to sacrifice on the high qualities expected from a hosting provider and we are delighted that our support has



allowed Joomla Wired to overcome those early problems and helped them expand their business."

Dedicated service

Joomla Wired began with just two servers back in 2008. Today it has racks of dedicated servers and credits RapidSwitch's supporting role as a trusted and reliable hosting provider for accelerating the growth of the business. It's doubled in size in the past year alone.

Mark Smeed, continues: "It's not just the fast response that we like. One of the other great things about RapidSwitch is the exceptionally fast servers they've provisioned for us in their Maidenhead data centre. This means we can maximise our returns from each server, which ultimately benefits our business."

RapidSwitch chooses the very best components for its server builds, having over a decade of experience in building systems. This guarantees that the solutions from RapidSwitch represent the best possible value for money, and that leading-edge technology is always available.

Sarah Haran says: "It's not uncommon for it to be cheaper to invest in newer technology than it is to try and recode the software stack. RapidSwitch's continual push with new products and solutions means our customers get a better return from their hardware. "

A bright future

The Maidenhead data centre team is on call for customers 24/7, 365 days a year, backed by a 100% uptime guarantee.

Mark Smeed says: "We trust the RapidSwitch staff. They are really, really helpful and have a very broad expertise. Their fast response sets such a great example that we've actually used it as a benchmark for our own business in terms of the high level hosting we offer to our own customers.

In fact our partnership with RapidSwitch has been so successful that we've not even had to advertise our business, all our growth has come from word of mouth and RapidSwitch's support has helped make that happen."

So life really is on the up for Joomla Wired and the company is looking forward with confidence to growing its customer base.

Mark concludes: "We had some real heartache moments with our previous hosting providers and got to the point where we felt we couldn't trust anyone any more. Finding and staying with RapidSwitch means we no longer have to look over our shoulders all the time. They make you and your business feel secure."

To find out more about Joomla Wired visit www.joomlawired.com

For further details: visit www.rapidswitch.com or email us at: info@rapidswitch.com Or call: 01753 471 040