drp

"Fasthosts are an extremely reliable and well established hosting provider.

Reliability and flexibility are key to the way we and most digital businesses need to deliver their services and Fasthosts offer a range of excellent solutions to help you achieve this way of working."

Ben Wallace, Director of drpdigital at drp

drp

Company

drp

Sector

Creative communications agency

Solution

Dedicated Servers
Domain names
24/7 UK Support

Multi award-winning agency drp was established in 1980, and has developed into one of Europe's leading creative communications agencies. The company offers a variety of services from live events, video production, exhibition, design and print. An area of the business which continues to evolve is the provision of digital solutions through their standalone digital division – drpdigital.

The drpdigital division works closely with their ever-growing client list to deliver digital platforms integrated with larger communications programmes, along with stand-alone projects that include web design, app development, gamification and much more.

Challenge

drpdigital sought a well-respected hosting provider, who could offer a high level of performance and reliability, while ensuring their clients' security standards were met. A self-managed solution was required, which would easily enable their in-house team to configure servers to meet their individual client project requirements.

Solution

Fasthosts dedicated servers were chosen as they provide a customisable platform for drpdigital to host their clients' websites and applications. The dedicated servers support the varying level of traffic received and meets the team's requirements for self-management and flexibility.

Results

By using Fasthosts dedicated servers, drpdigital has seen a vast improvement in the uptime of their clients' websites and applications. Due to the increased security capabilities that come as standard when using Fasthosts, the company has been able to win new projects for which they would not have been previously considered.

Case study

drpdigital work from multiple facilities across the UK with a global client list from various industry sectors for example retail, leisure and tourism and automotive. This makes both the IT infrastructure used and delivered by them, a key element of their success.

Ben Wallace, Director of drpdigital has witnessed the company's growth first hand over his 17 years' service. From just 15 employees when he joined, to 150 strong as they now stand. His journey began with some work experience during school and he returned some years later as a Multi Media Designer.

Cliché or not, Ben believes the company's most important assets are the people. Describing their customers as part of their extended family, it is rare for the client not to deal directly with the employee who has been assigned the work right from the start. This helps the briefing process and understanding the concept, which undoubtedly improves the quality of the solution.

"Our clients have been thrilled with our outcomes and this has given them the confidence to continue using the drpgroup as a supplier."

As client requirements and technological capabilities grew, so too did the need for a more flexible and efficient hosting provider. Additionally, the existing supplier based in the US, could no longer satisfy data security requirements imposed by clients.

Initially starting with a mid-range dedicated server, Ben and his team of developers were pleased with the service and support they had received. So when a need to change their operating system arose, they were happy to upgrade their server mid-way through the contract. Being well versed in making these upgrades, Fasthosts arranged the smooth transition within 24 hours of the enquiry.

The ability to self-manage the dedicated server through their team of in-house System Administrators brought even greater flexibility to the company. With the short lived nature of many of the digital event websites and applications, having complete control over rotations and new site provisions was essential. Whilst some clients have a permanent website many require the site for as few as three months at a time.

"Our Fasthosts server copes well with the fluctuations in the data and traffic volume at any given time. You can imagine for events, we see varying levels of traffic over short periods of time, the need for the server to cope with this seamlessly, is vital to our business."

In addition to the product capabilities, drpgroup have felt safe in the knowledge of having a team of experts available to call 24/7, despite having internal technical capability. On the occasions they have chosen to make contact, their encounters have always been positive. Even their more specific requests around data security were dealt with efficiently, providing peace of mind.

Why Fasthosts?

The relationship with Fasthosts was forged in 2010, born from a recommendation from drpgroup's IT Manager. The company needed a sustainable, robust solution to meet new client specifications that demanded greater data security, reliability and flexibility. Fasthosts dedicated servers rose to the challenge and in the relatively short time as their supplier, a strong allegiance was formed from the start. The experience of doing business with another company who are equally as driven by their passions turns the relationship into a valued investment.

"We use Fasthosts as our clients require a premium level of IT services."

And in terms of the reliability of service, Ben states: "Our team has doubled in size over the past few years and we're handling almost twice as many projects. This doesn't happen without a reliable service backed up by excellent support from our suppliers. I haven't seen any downtime in the entire time we've used Fasthosts."

drpdigital are hugely committed to their client relationships and this extends to their suppliers who they choose to call 'preferred partners'. They recognise the value of good customer service and the importance of this when dealing with a hosting provider, on which their digital division relies.

"The technical support team and the data security team have both been excellent in providing us with the support we require."

For more information about Fasthosts Dedicated Servers
Visit www.fasthosts.co.uk/dedicated-servers

For more information about drpdigital
Visit www.drpgroup.com