

Webvisions Makes An Excellent Companion for Travel website, Hoteltravel.com

Client Fact File

Client/Company Background

Hoteltravel.com
The client needed a hosting partner to provide a network to serve its disparate clients from various geographical locations. The hosting partner needed to be in the same time zone to facilitate technical servicing and support.

Webvisions' Hosting Solution Chose Webvisions for

- Two dedicated server for web and database and a dedicated firewall.
- Sales service
 - Technical competency
 - Timely issue management
 - Ease of accessibility

Hoteltravel.com is a leading international online travel and hotel reservation service with thousands of product lines from all corners of the globe. When it went looking for a new hosting provider, therefore, it wanted a truly globally accessible and available website.

As Hoteltravel.com was not based in Singapore, it was looking for only excellent remote technical support but also a hosting provider that could serve a client that is based in Phuket, Thailand. The client's site also serves hundreds of thousands of unique visitors every day that need servicing and connectivity to supply chains as geographically diverse as the product line.

Requirements

Hoteltravel.com's technical requirements were for two dedicated high specification servers running MS Windows, for web server and database needs. A dedicated firewall was also an essential requirement. Core essentials were sales service, technical competency, timely issue management, and ease of accessibility to the technical resources carrying out its service.

Despite undergoing multiple upgrades over the years; each time, they have had parallel servers running at no cost to themselves. Indeed, on one occasion the client had staff visit the data centre to perform an upgrade that was much quicker to do on-site than through a virtual terminal.

Why Webvisions

Webvisions was chosen through a recommendation. Hoteltravel.com needed to move from its existing hosting service due to inadequate customer service and support. It needed a hosting partner that cared about individual accounts. Also, geographically, Singapore was an ideal choice as it was a reliable network hub in Asia, and Hoteltravel.com's servers needed to be in a similar time zone as its head office in Phuket. This proved to be crucial when the client calls Webvisions' technical support from Hoteltravel's headquarters in Phuket, and the client's queries are responded to in a timely manner.

"From a technical standpoint, Webvisions offered everything we need now and in the future. I am confident that Webvisions can take care of our hosting needs. If you've ever phoned an America hosting provider during the daytime and had to speak to a questionably competent night support team, you would understand," said Graham Johnson, CEO, Hoteltravel.com.

Webvisions' Solutions

Webvisions hosts a key component of Hoteltravel.com's



Hoteltravel.com makes traveling planning convenient and easy

SQL replication strategy, supporting the constant flow of customer, product and website information replicating between Hoteltravel.com's head office and the servers at Webvisions' data center. Webvisions' multiple upstream and downstream network providers and ensures this availability is never compromised.

In addition to this, a dedicated firewall is also put in place as Hoteltravel.com sends out hundreds of thousands of subscribed newsletters every month, providing peace of mind to the administrators of the site.

Future Plans

As part of its expansion plans and as the result of its overwhelming business success, HotelTravel.com has upcoming developments that require larger and more comprehensive server configurations. Anticipating an increase in traffic and processing power, HotelTravel will continue to enrich their customers' web site user experience by providing more sophisticated server upgrades.

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