



SupportWise IT Services



“Safe Hosts went above and beyond to make sure our installation went smoothly and, as a result, the onboarding experience was brilliant.”

Christopher Goodchild, Director

Swindon-based [SupportWise IT Services](#) provides outsourced managed IT services designed with small and medium sized businesses in mind.

Services include remote support and monitoring, onsite support, IT and cybersecurity consultancy and IT service management, and are served with a combination of considerable industry experience and a no-jargon, friendly approach.

The challenge

When lockdown hit earlier in 2020, with the ensuing challenge of enabling seamless home-working, SupportWise IT Services needed to find space for a client to host servers outside of their office premises.

After looking at the options and weighing the benefits of cloud and physical hosting, they and their client agreed that a physical data centre was the best option.



safehosts

The solution

- › 1/4 rack (10 units)
- › 3 amps power
- › 75 Mbit of CDR (Committed Data Rate)
- › 2 IP addresses

Safe Hosts' Cheltenham location was ideal, just 30 miles from Swindon, while SupportWise IT Services was further reassured by Safe Hosts' honest, upfront pricing and online peer reviews.

The result

Safe Hosts successfully installed the hardware, completing the whole in line with the expectations of the client and its end-user, i.e. without interruption to the services they rely on.

The team displayed its flexibility and commitment to great customer service by providing additional resources where necessary and taking time to demystify data centre jargon and processes to help the client manage the installation moving forward.



“Our team felt very well looked after throughout the whole onboarding process.

“The get-go, friendly team from Safe Hosts provided us with the kit we needed (cabling and the link) and were really understanding, despite our naiveness when it came to data centres. They were able to explain things properly and without going over my head.

“Ongoing, service has been excellent and we’re already planning growth in this area by ordering dedicated servers.”

Christopher Goodchild, Director