

Solutions provided for a leading **Web Hosting Company**

Findings of the case study will be useful for providing partnership based solutions for an enterprise organization providing web hosting services to their clients with an intent to offer web design & development services as a value added service to their premium clients.



About the Client:

A leading web hosting company located in Florida US, has been offering hosting services to clients worldwide since 1998.



Our History with the Client:

We started providing support services since 2003. After a very successful year of providing support services client wanted to partner with us to provide web design and development as a value added service to their clients world wide. A complete team was set-up within a span of two weeks to initiate the process, a dedicated team is currently working to serve all client requirements. We have been successfully providing support services combined with web design and development services. Support services are being offered under actsupport, web design and development services are being offered under actmedia division.



Client Requirement:

The initial requirement was to provide website maintenance as a valued added services to their existing web hosting clients. And based on the additional inquiries the same was further expanded to designing and developing new websites along with maintenance updates.



Solution Provided:

Based on the services provided and the increasing requirements in web design and development, a dedicated team was formed for offering a complete solution for all web design and development requirements for the hosted clients. Very soon the services were offered to independent clients (clients outside the web hosting industry or non-WHS clients).



Key Features in the Solution Provided:

We have successfully designed and developed numerous websites based on client requirement which includes Website design, Website development, Opensource customization, Portal development, Website maintenance and more. The services have been provided based on the latest technology platforms depending uniquely on client requirements.



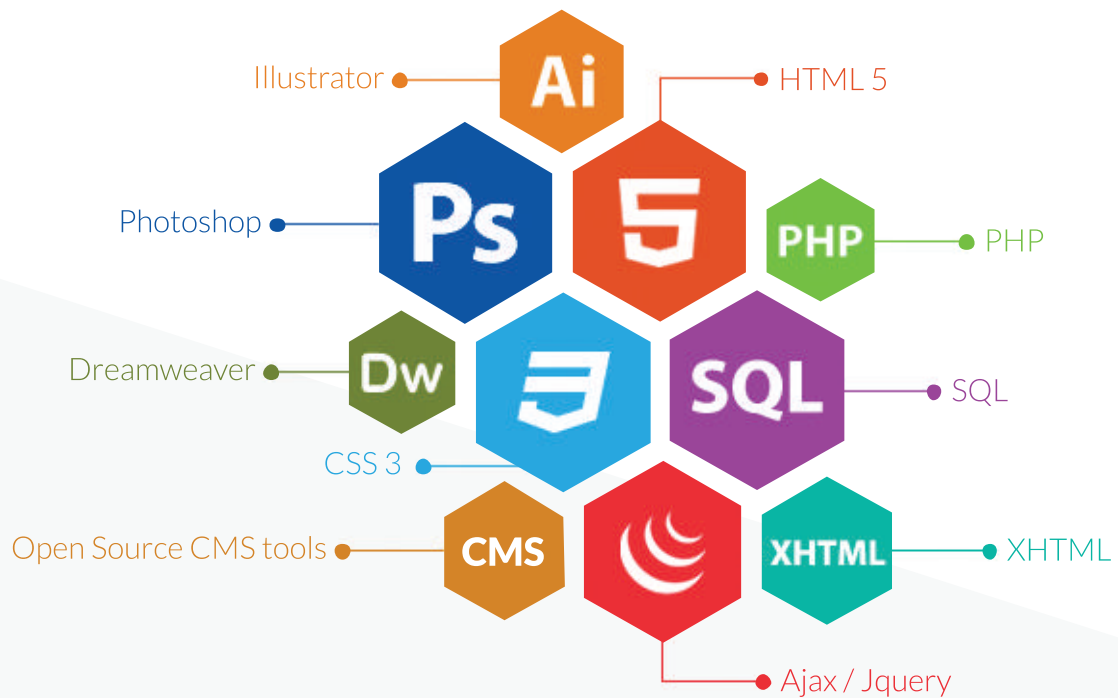
Our Working Model

A streamlined working structure is followed in executing all the projects and maintaining higher quality, conforming to ISO standards. Our client relations manager is in constant contact with our client to ensure their complete satisfaction. Our project manager ensures the received requirements are analysed thoroughly and best suitable solution is suggested to the client for their approval. Once approved our project manager ensures the proper implementation by the designers and developers. The finished project is carefully reviewed by our Quality analysts. Proper delivery based on the agreed timelines is ensured by the client relations manager. From the requirement analysis to the project delivery, all tasks are tracked through our Project Management System.

Types of Websites Built



Technologies Served:



Our Team:

We have highly talented and vibrant team of Designers and Developers working in unison to provide Efficient, Creative and Cost-Effective solutions to our Client. Our 10 member team includes:

1 Client Relations Manager

2 Expert Web Developers

4 Project Manager

1 Quality Analysts

2 Expert Web Designers



Summary:

A Webhosting company offering server support to their client will always be able to provide website design and development as a value added service. This would enable their clients to get all the required services in one location rather than going to different vendors for different solution. This is a perfect example for a partnership model for offering website design and development as a value added service by a web hosting company.