

Break out of the Box!



BENJAMIN ALLEN

To whom it may concern

6th February 2002

TITAN INTERNET

As a growing Web Development and Internet Services company the level and quality of the service we are able to provide to our clients is critical. As a small organisation we do not have the in-house knowledge to manage our own Internet Server. Therefore in outsourcing the provision of this important aspect of our business we are dependant upon the performance of our chosen supplier if we are to provide a 'complete' and quality service.

Prior to our move to Titan Internet we placed our faith in a large, well known hosting organisation for the provision of these services. However the service we received in terms of equipment performance and customer service was poor and this reflected in the quality of service we were able to provide to our clients. We felt as if we were 'just a number' rather than an important client.

Since moving to Titan the overall performance of our hosted sites has improved with a corresponding improvement in how our clients rate our services. In terms of customer service, the attention paid to our specific needs by Titan and their speed of response to enquiries has been second to none. Titan staff approach issues as if they were a support department to ourselves rather than a service provider, an example being when we recently asked about web statistics packages. Titan 'redressed' their own package in our livery and set up the service on all our sites for a nominal fee. This served to both satisfy our initial need whilst at the same time expanding the range of services and improving the image of this company.

We are entirely satisfied with every aspect of the service provided by Titan, including associated costs. We would have no hesitation whatsoever in recommending their service to others.

Yours faithfully

Paul Hindley
Managing Director
Benjamin Allen Limited