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About a year and a half ago we decided it was time to change our web hosting company. To compile a shortlist, I used www.webperf.net, which ranks hosting companies on bandwidth and uptime.

Once I had my shortlist I was looking for the following:

1. Reasonable price
2. Good range of packages (if our needs change)
3. Fast connection speeds (ie Telehouse)
4. Well specced servers
5. Small number of accounts per server
6. High level of support
7. A wide range of available features. Specifically we needed:
 - i. PHP & MySQL
 - ii. SSH
 - iii. SSL (with our own certificate)
 - iv. PGP

After some hunting around I settled on SIWD (now Titanhosts). They were one of only two companies that could supply all the features we needed at a reasonable price.

SIWD had been kind enough to additionally install one of the software packages we required, which was not one of the standard included features. Although they made every effort to get things to work, there was some obscure compatibility problem that seemed impossible to resolve. Regretfully, we decided we'd have to try elsewhere.

I opened up a hosting account with the second company on our shortlist, and was shocked at the difference. Sales had made promises on certain features, which turned out to be unavailable, tech support was poor, and the hosting servers were being run under very heavy load. These were the reasons why we'd left our original hosting company!

I went back to SIWD, determined to get past the niggly technical problem we'd had earlier. Together we managed to get it sorted.

We had a shared hosting account with SIWD for about a year. The support was quick and efficient, there was practically no server downtime, and access to our site was always fast. They could be trusted to inform us when our domain names came up for renewal, and the cost was about half of what it used to cost us.

Eventually, we decided that our needs were growing, and it was time to get our own server and colocate. Although Titanhosts offered colocation packages, I thought I'd better do my homework and check out the competition. Again, Titanhosts was offering the best deal. Their colo packages were significantly cheaper than the competition, and the servers they offered were very high spec.

They set up the server exactly to our specifications, and gave us all the help we needed to get it up and running smoothly.

I would have no reservation in recommending Titanhosts to anyone who's looking for a host for their site. Support is knowledgeable, efficient and friendly, the servers and network are very high spec, and well administered, ensuring that our site is always up and always available. Our website is important to our company, and it's reassuring to know that it's in capable hands.

Patrick Gaherty

IT Support