

CUSTOMER SURVEY: CUSTOM HOSTING

Connectria - delivering hosting services how you need it, when you need it.

Connectria's Custom Hosting client base is characterized by a diverse range of hosted technologies with over 20 platforms represented. These customers are typically medium to large enterprise organizations with unique, complex hosting requirements. In an independent survey, Connectria's Custom Hosting clients revealed 100% customer satisfaction. Learn more about the survey results, why these customers chose Connectria and why they're glad they did.



CONNECTRIA CUSTOM HOSTING ACHIEVES 100% CUSTOMER SATISFACTION

In an independent survey of its Custom Hosting clients, Connectria gained some valuable insight into the challenges, use case and results surrounding its largest customers. The customers who participated in the survey are medium to large enterprise companies, with hosting requirements spanning multiple server technologies and customized solutions, including IBM AIX hosting, HP-UX hosting, Oracle/Sun Solaris hosting, Windows hosting, Red Hat Linux hosting, IBM System i hosting (iSeries hosting/AS400 hosting), VMware hosting, Microsoft Hyper-V hosting, Citrix hosting, Oracle 10g/11g Database hosting, Oracle RAC hosting, IBM DB2 hosting, Microsoft SQL Server hosting, MySQL hosting, Lotus Notes/Domino hosting, Microsoft Exchange/Outlook hosting, Microsoft SharePoint hosting, Blackberry Enterprise Server (BES) hosting, Microsoft .NET hosting, Oracle WebLogic hosting, Oracle Application Server (OAS) hosting, and IBM WebSphere hosting among others.

The survey results demonstrated an exceptionally high level of customer satisfaction among a diverse set of customers and environments. Customers chose Connectria Hosting over IBM, Savvis and Rackspace, among others, for hosting of a large portion of their data centers and core applications.

This brochure summarizes Connectria's Custom Hosting survey results into two distinct areas:

- Trends and statistics
- Testimonial statements

Some key survey findings include:

- 100% of Connectria's customers surveyed would recommend Connectria's Custom Hosting solutions and support.
- Connectria's customers found Connectria's responsiveness, cost competitiveness, flexibility, and technical competence as its greatest strengths.
- The vast majority of Connectria's Custom Hosting clients achieved tangible results from Connectria's services. These included reductions in operating expenses, ability to fill resource/skill gaps within their IT departments, and the ability to spend more time focusing upon solving business needs, not running servers.
- Connectria's Custom Hosting clients chose Connectria over a number of competitors including IBM, Savvis and Rackspace, among others.
- A significant percentage (44%) of Connectria's Custom Hosting clients have outsourced a large portion of their data center operations to Connectria, and rely upon Connectria to host core enterprise applications (e.g. ERP).
- Key triggers that caused enterprise customers to turn to hosting included acquisition of new or unfamiliar technologies (e.g. due to M&A), constricting budgets (having to do more with less) and internal IT's inability to support business requirements (e.g. new projects).

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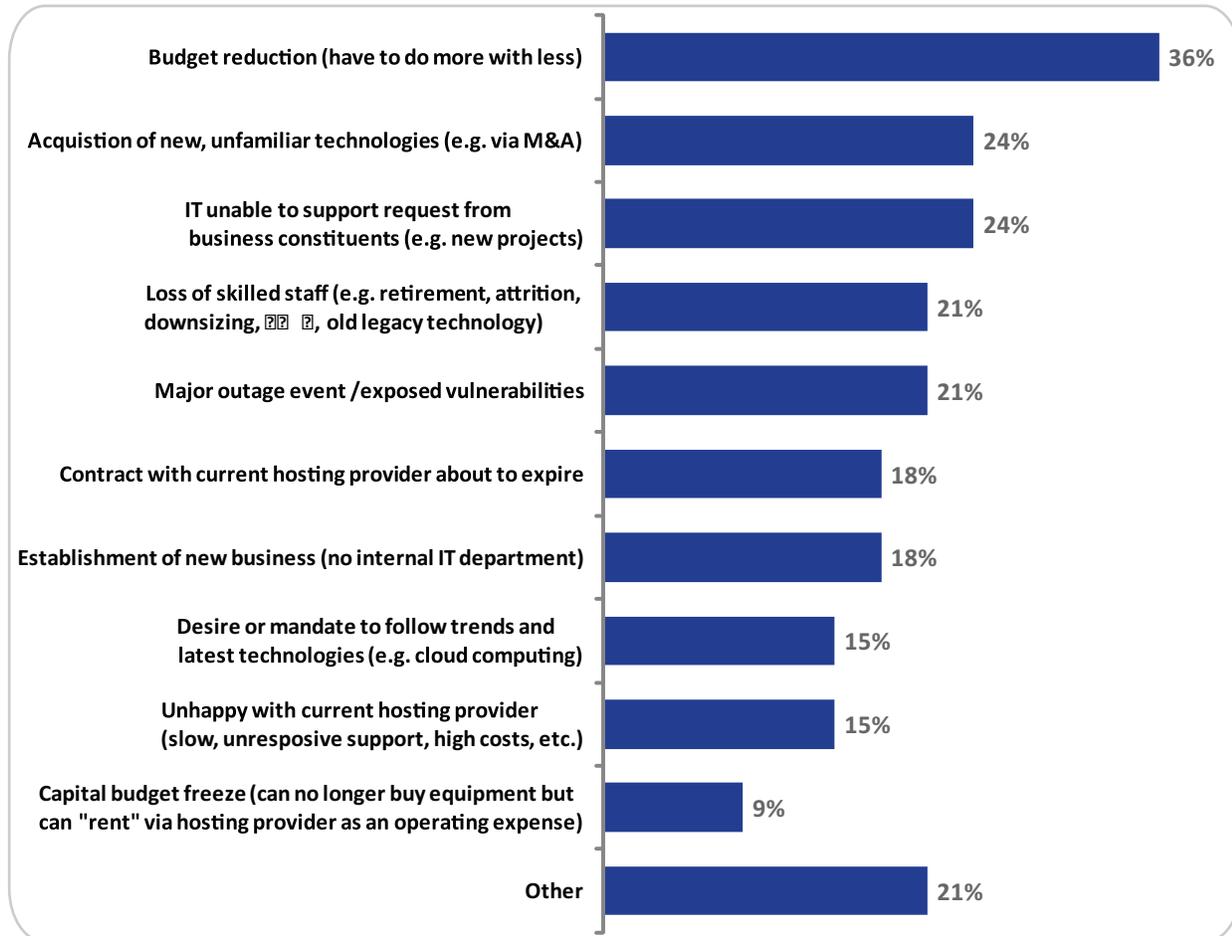
 info@connectria.com  www.connectria.com



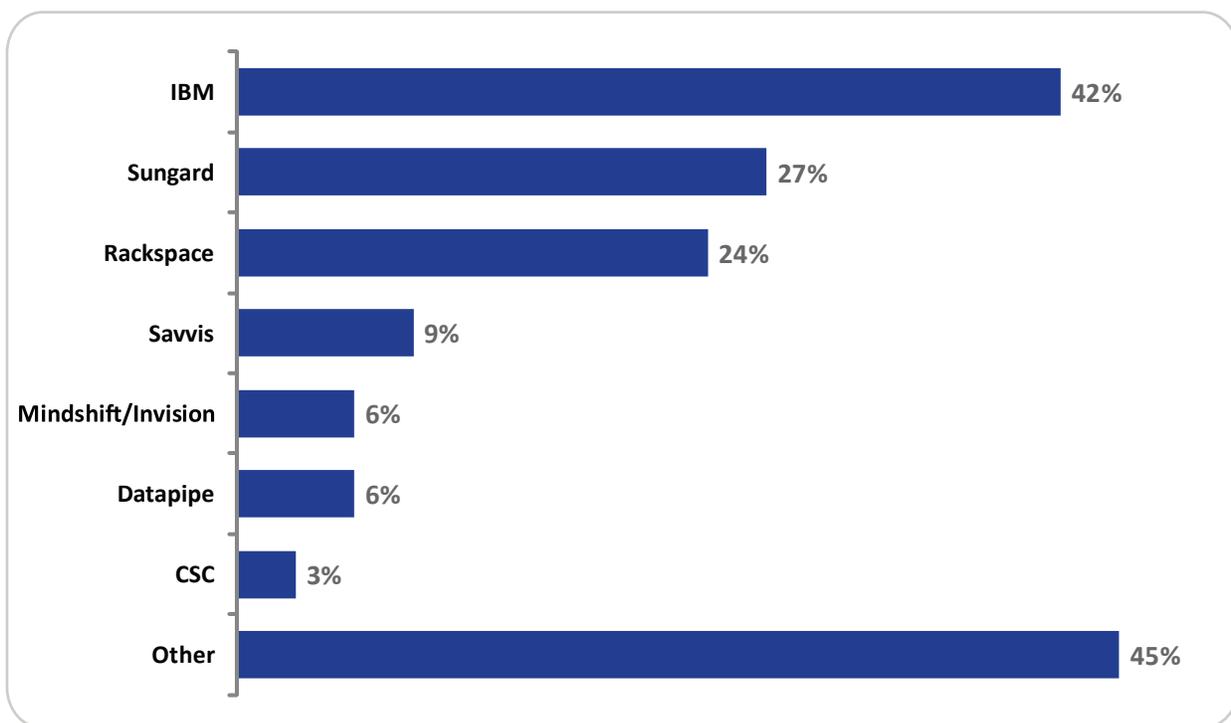
A more detailed review of Connectria's Custom Hosting customer survey is as follows:

TRENDS AND STATISTICS

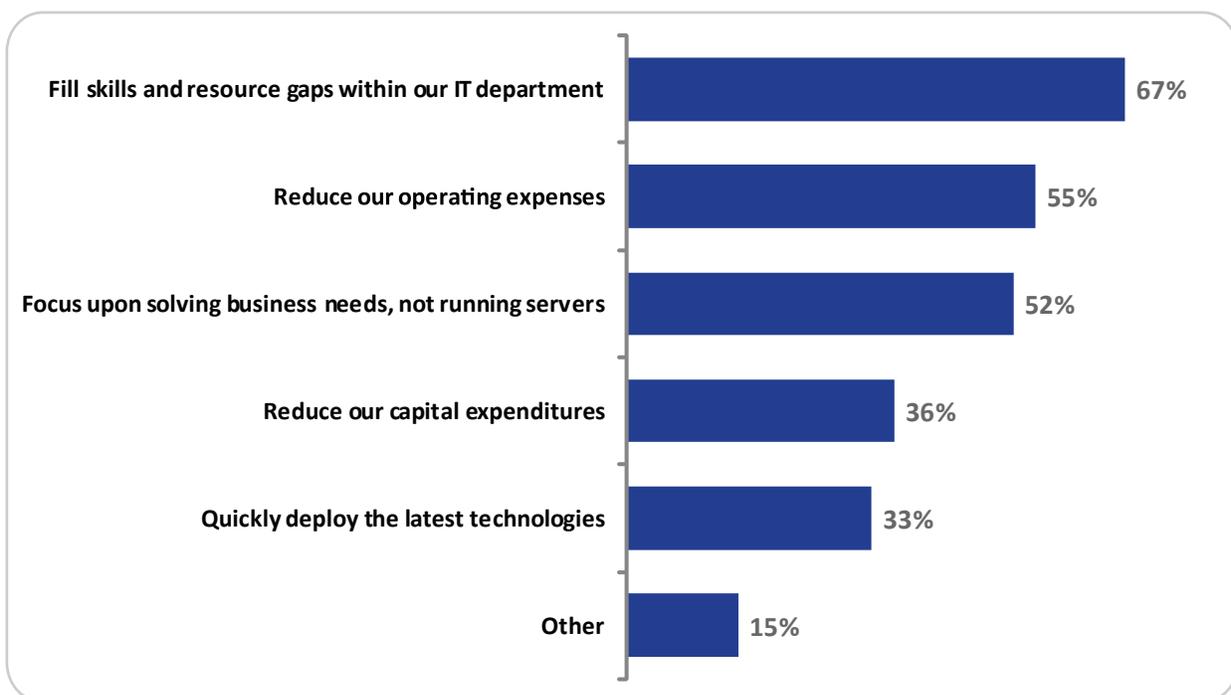
What were some of the challenges you faced that caused you to search for hosting services?



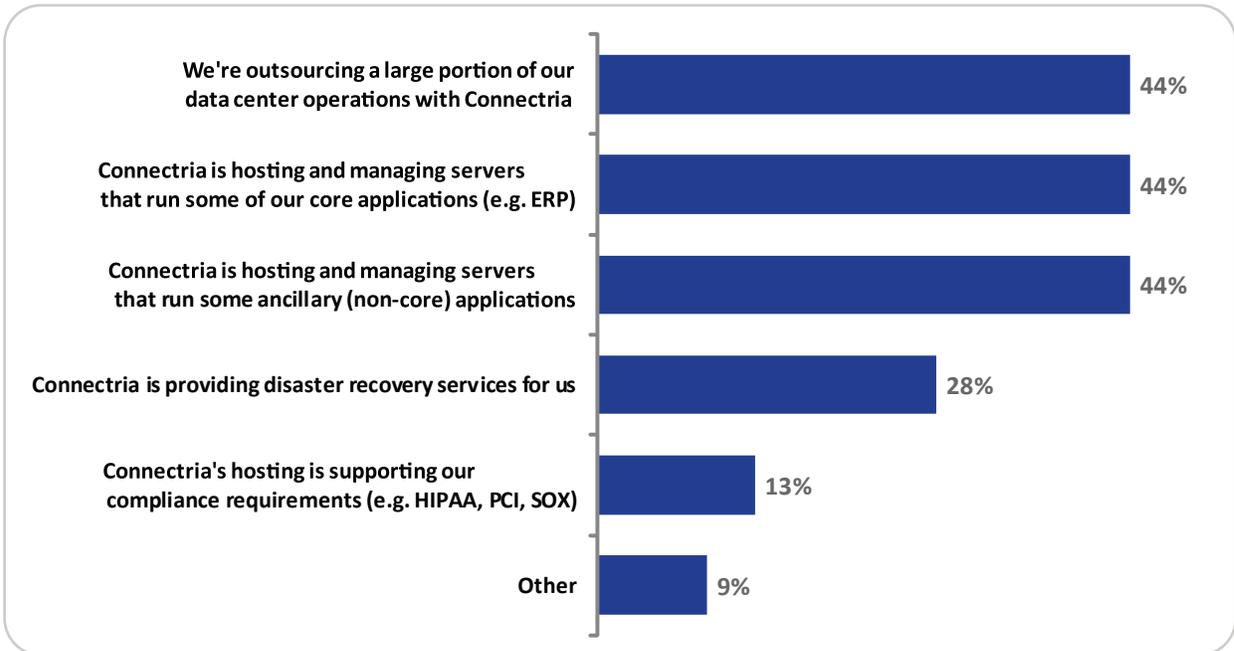
Other than Connectria, which alternative vendors did you consider?



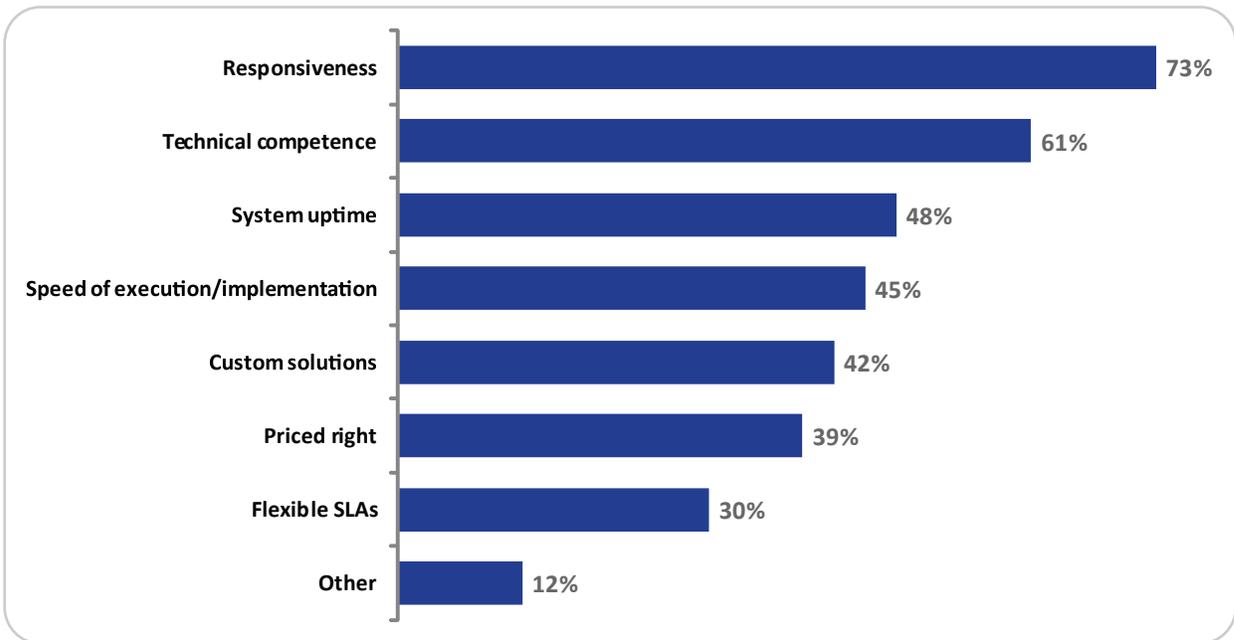
Through hosting with Connectria, we were able to:



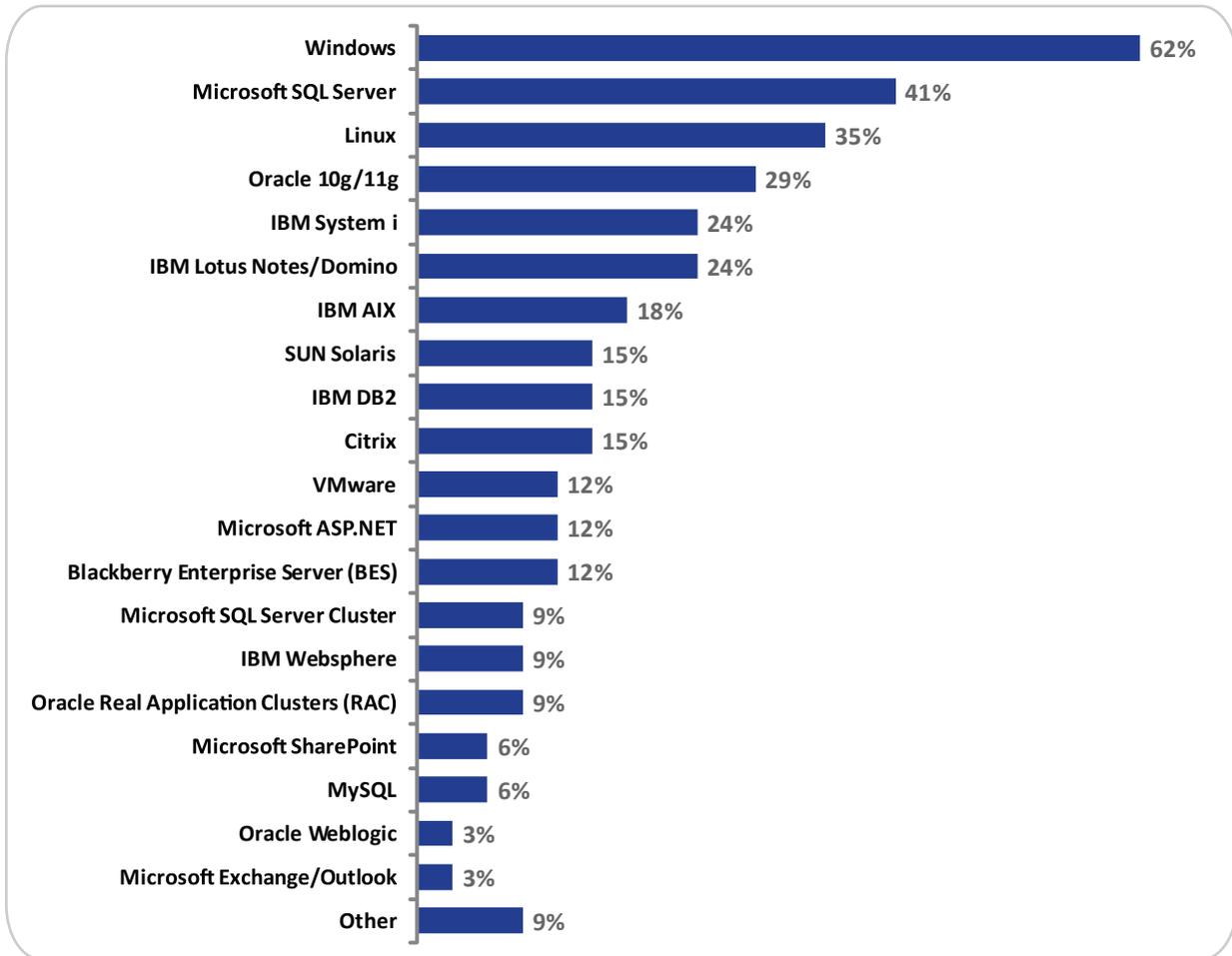
How are you using Connectria's Custom Hosting?



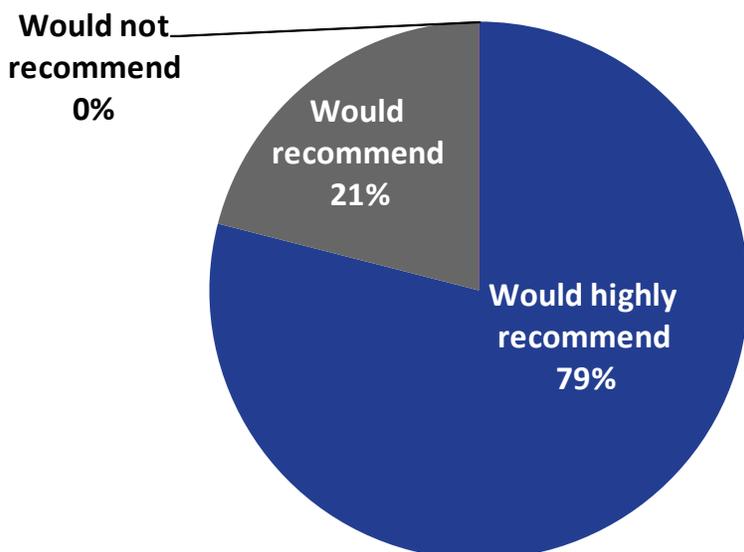
Which of these do you feel represents Connectria's greatest strengths?



How are you using Connectria's Custom Hosting?



Which of these best describes your experience with Connectria's Custom Hosting Solutions and Support?



CUSTOMER TESTIMONIAL STATEMENTS (Anonymous)

Technical Competence Without the Bureaucracy

“Connectria provides technical competence in the key areas we require support for (WAN, iSeries operations) without bureaucracy. The staff is approachable, friendly, and has low turnover. We rely upon Connectria as an extension of our IT department.”

Source: IT Director, Large Enterprise Retail Company

Our Goal is Your Success

“Connectria is the ultimate hosting partner. For over three years they have been providing us with superb hosting services. All of our customers are completely satisfied.”

Source: IT Manager, S&P 500 Computer Software Company

Lotus Hosting Done Right

“Connectria has clear competence at the time with hosting large Lotus Notes applications and reliable connectivity to the web. With Connectria we were on the cloud before there was a cloud. We continue to be able to scale other platforms with Connectria.”

Source: Executive, Consumer Services Company

Responsiveness Like No Other

“I called Connectria on a Friday at 4:30 PM and based on one conversation I had a quote - fully formatted at 5:15 PM. Connectria knows their business so well they can generate a commercial offering within 30 minutes - that is what sealed the deal for me.”

Source: CEO, Computer Services Company

A Hosting Company You Can Trust

“We primarily selected Connectria because we felt like our account manager and the company had integrity. Every issue we have faced has been overcome because of the positive, trusting relationship.”

Source: IT Director, Industrial Manufacturing Company

Solid and Reliable Hosting Solutions

“Connectria is driven to provide a solid and reliable solution. They make quick work of deployment and proactively monitor systems and customer business environment. Above all they avoid the bureaucratic processes which hamper customer business, and focus of execution. Everyone is accountable.”

Source: IT Manager, Fortune 500 Energy & Utilities Company

Exceeding Expectations

“We picked Connectria because of price and broad knowledge/support of both Oracle and Microsoft technologies. We had an extremely aggressive timeline to migrate install/setup and complete our data conversions and Connectria exceeded all their initial date commitments.”

Source: IT Director, Pharmaceuticals Company

Integrity Means Everything

“Connectria’s leadership team has integrity, ethics, and shows passion in helping the customer. They have treated us like a partner, work towards a win win solution, and strive for continuous improvement.”

Source: Senior IT Manager, Industrial Manufacturing Company

Unlike Any Other Hosting Provider

“We enjoy and value our relationship with Connectria and it is more than a simple business relationship. We know the folks that are doing the work and they know us and we view them as an extension of our staff - they are our remote eyes, ears and hands. You don’t generally see this with other hosting providers.”

Source: CEO, Computer Services Company

A Crucial Partner

“Connectria is a crucial partner to our organization and their service is unmatched in the industry. The customer is front and center with Connectria! They work to get a SLA/SOW work to meet the customer needs and their work effort and dedication is greatly appreciated.”

Source: Executive, Computer Services Company

About Connectria

Connectria provides award-winning cloud computing, managed hosting and custom hosting solutions for more than 1,000 customers in over 30 countries worldwide. We are experts in complex multi-vendor solutions, and we support the broadest range of technologies, managed services and security in the industry.

At the core of Connectria is our No Jerks Allowed® company philosophy. As The Jerk Free Company®, we've established a unique culture where every individual goes "the extra mile" to take care of our customers. Being The Jerk Free Company® extends beyond our people too. We make it easy to do business with us through flexible terms, scalable solutions and straight-forward pricing to serve the hosting needs of large and small organizations alike.



For more information regarding Connectria's Hosting, please visit:
www.connectria.com

If you would like to talk with one of our Sales Engineers about your custom hosting needs, please call us at:

1-800-781-7820 (toll free)

1-314-587-7000 (direct worldwide)

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