

# Blair Williams

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Please Give Us a Brief History Of Your Company

Through a series of strategic business moves, Site Webmasters became the Tier 1 host the company is known as today. Site Webmasters thrives in an industry that is constantly reinventing itself. With innovations in customer service, ease of use, and special features for Site Webmasters customers, the company continues to stay one step ahead of the competition.

Site Webmasters employees take pride in offering some of the best 24 hour a day, customer-oriented support in the industry. Everyday hundreds of businesses trust Site Webmasters with their web presence, reinforcing the Site Webmasters tradition of industry-leading customer service, top-notch network reliability, unsurpassed prices, and innovative services.

Site Webmasters provides low-cost feature-rich web hosting. The Site Webmasters business model emphasizes service to small and medium sized businesses, allowing them to do e-commerce and focus on their core competencies while Site Webmasters handles their Internet site.

What Are Your Target Markets ?

Site Webmasters is currently hosting over 105,000 customers whose skills range anywhere from novice-level to experts. These range from personal websites to Fortune 500 corporations. The Site Webmasters customer service center is staffed 24 hours a day to offer assistance in any area. When the call center cannot resolve a customer's issue, the dedicated Customer Care Team steps in to facilitate the resolution of any problem, whether billing, technical or administration. At no point does a Site Webmasters customer feel alone; they know that we are standing by waiting for their call. With 24/7 toll-free technical support, 24/7 online support chat and a dedicated online support center, Site Webmasters is constantly rated in the Top 10 of any list for its support and dedication.

What Are Your Strengths ?

While our competitors force half- or full-year commitments, here at Site Webmasters you can pay month-to-month. All our server packages come feature-rich and competitively priced. Our starter UNIX package includes a full domain name, 24 hour toll free technical support and dozens of useful CGI scripts to enhance your site. You even have the option of pre-paying 1 year in advance to receive a hefty discount. Because of this guarantee to customer satisfaction, Site Webmasters has grown quickly to hosting sites for businesses in over 170 countries since 1997. If your site requires secure server, FrontPage 2000, Real Audio/Video or any of our other cutting-edge features then Site Webmasters is the only choice for your web hosting needs.

What Makes You Different To Other Hosting Companies ?

Site Webmasters provides all of its clients with cutting-edge hardware, software and technology. All of Site Webmasters's servers are custom-built with the most reliable equipment for higher performance. Best of all, there are less than 256 domains hosted on each of our servers, unlike the majority of our competitors who host anywhere from 500 to 1000 domains per server. With such a small number of domains on each server there is a lower server load, disk access time decreases and network speed increases.

Site Webmasters has chosen five of the best backbone providers to relay all traffic. This means that all our clients have a 100% uptime guarantee. The network is designed around redundancy and efficiency. BGP4, five DS3 lines and one OC3 connection to diverse backbones and a fully 100 Mbps Cisco Switched network make the Site Webmasters network top-notch.

How Do You See The Web Hosting Market Changing In The Upcoming Few Years ?

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Where Will Your Company Be In 5 Years ?

## Not Answered

Why Should Somebody Choose Your Company Over Another Host ?

We strongly believe that the environment where the servers are located is as important to our client's websites as the services our clients are receiving. The Site Webmasters Data Center is geographically located near an Internet Exchange Point to minimize traffic hops and optimize performance. Our Data Center features a Power Management System which includes 2.5 megawatts premise power, a customer dedicated power backed up by an Uninterruptible Power Supply (UPS), a 235,000 watt diesel generator, customer dedicated circuit breaker protection and scalable customer power. We also have fire zones above the ceiling and below the floor, specialized heat/smoke sensors and automatic fire department notification. Our Mainframe Style Construction includes HVAC, separate cooling zones, and seismically braced racks. Our server hosting facility also uses scalable areas; cabinets, full open racks, shared open racks, and are secured by motion sensors, key-card access, video camera surveillance, a security breach alarm, and 24/7 police monitoring. Our Network Operations Center is a high security facility, and no customer is permitted to enter this area. Certified technicians are monitoring the equipment 24 hours a day.