

Liquid Web

Reliable performance and support enable business continuity for XMLA



“Customers noticed the quality and speed of servers, quick ability to make changes, and the quality of service provided. From server to support, Liquid Web is perfect.” - Michael Austin, CEO

Superheros of the Internet—that’s how XSite Media Los Angeles’ customers describe Liquid Web support teams.

An LA-based company offering web development and managed hosting, XMLA is dedicated to providing its customers with outstanding service, without compromise. Liquid Web is proud to be a partner in that mission, ensuring the company’s diverse customer base feels supported, empowered, and secure.

Every superhero needs a sidekick

What made Liquid Web stand out to XMLA in a sea of competitors? Support and uptime. Michael Austin, CEO of XMLA, loves knowing that Liquid Web is in his company’s corner as another layer of assistance he can offer his customers.



INDUSTRY

Web dev services

PAIN POINTS

Before Liquid Web:

- Significant downtime
- Amateur support

SOLUTION

- Enterprise-grade dedicated hosting
- Redundant networks
- Premium bandwidth
- 24/7/365 support

RESULT

Total peace of mind

Get in touch

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Liquid Web

Layering their management services on top of Liquid Web's service allows XMLA to provide the enhanced level of support and management their customers need. From website design to personalized customer service, XMLA is a one-stop shop.

With Liquid Web's redundant networks, Tier-1 premium bandwidth, and 24/7/365 network and hardware performance monitoring, XMLA has the peace of mind they need.

Strengthening customer relationships

XMLA has been in business for 19 years and credits their 97% customer retention rate, in part, to Liquid Web's reliability. Utilizing several dedicated servers allows Liquid Web to support XMLA's customers without impacting other customers on different servers—increasing XMLA's overall uptime.

The XMLA team also finds it deeply rewarding to build strong relationships with their customers, so partnering with a hosting provider that shares that value was important to Austin.

Beyond expectation

Before partnering with Liquid Web, downtime and advanced support were significant challenges. XMLA was originally partnered with WiredTree, before it was acquired by Liquid Web. Though apprehensive about the change at first, the team at XMLA was thrilled to discover that Liquid Web's support exceeded their expectations.

“Support is so important for us, and Liquid Web is always able to step in and go above and beyond.

“Any time a problem arises, we appreciate how quickly and courteously the Liquid Web staff resolves the issue—many times without our intervention, using their own proactive server monitoring.”

- Michael Austin, CEO

ABOUT LIQUID WEB

As part of CloudOne Digital, Liquid Web delivers reliable, secure, and scalable cloud infrastructure tailored to the needs of SMBs, regulated industries, and enterprise institutions. Trusted by nearly 200,000 customers for almost three decades, Liquid Web provides more than infrastructure—we give you the confidence to run your business without distraction.