

Liquid Web

Your Design Online focus on **growth** thanks to efficient server management.



“I recommend Liquid Web to other businesses, because **we’ve had nothing but positive experiences** with them. They are always looking to improve and to provide good service. No matter what the configuration may be, no matter what the software that’s running on it, Liquid Web has always been able to help us.” - Rob Riggs, President

Your Design Online specializes in content management systems and building applications that help businesses or organizations. Many of their clients have WordPress sites, ecommerce, or HR applications, all of which are easily managed through cPanel—an interface that allows users to manage their websites by pointing and clicking, as opposed to dealing with code.

Your Design Online’s former web host didn’t offer cPanel, and this was a big issue. Valuable hours were wasted by continually contacting the host for less than stellar support, to make even the simplest of changes.

Any time President Rob Riggs wanted to add an account to his server, or needed to make any general change, he had to go through the painful process of contacting support and creating a ticker, or calling in and waiting for answers. Even setting up a WordPress site—one of the simplest tasks on a cPanel server—could take one to three hours.

INDUSTRY

Web dev services

PAIN POINTS

- Poor control panel
- Slow customer support

Simple changes wasted hours of company time

SOLUTION

- cPanel-optimized servers
- 24/7/365 support
- HIPAA and PCI compliance-ready servers

RESULT

Business continuity and growth

Get in touch

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How Liquid Web helped

Migrating to Liquid Web allowed Your Design Online to host clients' sites on servers that were not only cPanel-optimized, but also came with 24/7/365 support.

“Liquid Web hosting is more flexible with cPanel. It’s such a timesaver for us. We can set up the WordPress site ourselves in about 15 minutes, without getting technical support involved.” - Rob Riggs, President

The blueprint for superior support

Looking back on the company’s early choices, Riggs said he had initially chosen his other hosting company because of their slogan about support, but he has found that Liquid Web provides better service.

“You’re always going to have issues pop up, but we know we always have someone at Liquid Web who can help us. Plus, the issues haven’t been as difficult as what we’ve seen with other hosting companies. We’ve probably worked with 20 other hosting companies that have failed to meet our demands.” - Rob Riggs, President

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.