

Case Study

Exclusive Resorts Receives First Class Managed Hosting Services from ViaWest

Scenario: Exclusive Resorts is a premier vacation club whose members have access to more than 185 luxurious properties in 32 locations around the world (www.exclusiveresorts.com). The company provides members with an alternative to purchasing vacation homes in popular resort areas. Members have access to immaculate residences, on average worth \$2.5 million each, in top locations and also enjoy the amenities and conveniences of a luxury resort.

Business Challenge: Exclusive Resorts operates a sophisticated public Web site and a members-only site for its customers where they can log in, search for properties, check reservations and more. The company's Web site is an essential business tool in securing reservations, promoting the Exclusive Resort brand and establishing customer loyalty. Prior to selecting ViaWest, Exclusive Resorts relied on the colocation services from a national hosting provider. Charles Livingston, VP of technology for Exclusive Resorts, and his team felt their previous provider lacked the technical infrastructure and sophisticated services required for the company's large-scale operations. Because the service provider was a national-scale there was also no local, technical experts or to answer questions or resolve problems quickly.

Solution: Looking for more control and greater service options, Exclusive Resorts selected ViaWest. Exclusive Resorts has substantial Web site traffic with 1.5 million page views a month on its public site and another 3.4 million page views on its members-only site. ViaWest's redundant bandwidth and power supply sources give Livingston and the entire team piece of mind

that the Exclusive Resort's Web sites will be up and running 27/7 and performing as expected for customers.

"We reside in a cool building built in the late 1800's, so there are certain issues with hosting here on site," said Livingston. "Both of our Web sites are critical to our business and we have a very large and consistent traffic pattern so we knew we wanted a trusted an advanced hosting partner like ViaWest."

Because ViaWest services are adaptable and flexible, Exclusive Resorts can also add additional servers and IT infrastructure as needed. The company has already added six servers to its environment in a short period, growing from two to eight. In addition, the Exclusive Resorts team also believes ViaWest's high level of customer service and technical support is a valuable asset. Livingston and his team are confident knowing that they can always pick up the phone and get a technical support person who is local and extremely knowledgeable about their specific IT environment. With ViaWest, when Exclusive Resorts places a support call, it is no longer routed to a national support desk, where it may take several days to hear a response, as with their previous hosting provider.

"The fantastic part about ViaWest is the ability to get on the phone and bounce ideas around with senior network people; folks who run the data center and get their feedback on various approaches to make this as pain free as possible," said Livingston.



www.viawest.net

To learn more about how ViaWest can help your business, call a ViaWest representative today at 1-877-448-9378 or email sales@viawest.net.