



Webdock

CASE STUDY



About Webdock

After being in the business of hosting many websites since 2012 the Webdock founders spent about 12 months building the initial version of the Webdock platform. They now offer one of the best VPS solutions on the market, with a focus on simplicity, ease of use and server speed.

Webdock delivers some of the fastest speeds for virtual private servers, including these additional options and features:

- Ability to upgrade and downgrade your server
- Additional / Reserved IP Addresses
- Additional Uplink Speeds
- Private Network
- Additional Storage
- Additional RAM (up to 128GB)
- Bespoke amounts of Bandwidth or CPU



Industry:

- Virtual Private Servers
- Cloud Hosting

Location:

Funen, Denmark

Website:

<https://webdock.io/>

Principal Market Segments Served:

- Small Business
- Medium Business
- Enterprise

Webdock's mission is to offer a lean and mean platform for their VPS customers, complete with an easy to use management panel, exceptional support, and scalable product line.

THE WEBDOCK CHALLENGE



Initially, when Webdock started looking for a provider in North America, they were looking for a partner that offered affordable hosting services so that they could test the market with their innovative VPS product. ServerMania proved to be a very competent low-cost provider which fit their needs well.

Webdock needed a server partner that:

- Offered exceptionally affordable pricing
- Was highly responsive and solutions oriented
- Ensured a high uptime
- Had reliable infrastructure

ServerMania not only met Webdock's needs in terms of excellent pricing, but more importantly ensured top notch communication with network engineers as well as outstanding service by providing them with a dedicated account manager.

"ServerMania has proved to be staffed by competent professionals who are quick to understand and deal with any issues that may come up."

Arni Johannesson
Webdock Founder and CEO



THE SERVERMANIA SOLUTION



Hassle-free colocation services and solutions

As Webdock looked to expand in the North American market they reviewed services from a number of big box providers, but eventually decided to stick with ServerMania in particular because of the service excellence and competitive pricing.

As they transitioned from shared-hosting platforms, then migrating over to VPS servers, and finally leasing bare-metal servers and setting up their own virtual machines, ServerMania was able to offer the colocation services and solutions they needed.

ServerMania worked with Webdock to implement the colocation solution smoothly, resulting in a hassle-free transition into North America.

“The service level with ServerMania has been absolutely excellent. We love that we have a single point of contact with our Account Manager.”

Arni Johannesson
Webdock Founder and CEO

“Co-location with ServerMania is the most hassle-free setup we have currently primarily due to the good communication channels we have and the bespoke technical implementation ServerMania provided us with on the networking side.”

Arni Johannesson
Webdock Founder and CEO

Speedy customer service you can count on

As part of its business model, ServerMania offers best-in-class customer service and support to every client. As Webdock rolled out its services in partnership with ServerMania, they were provided with an account manager that understood their business and the history of the relationship.

Pushing for the best possible outcomes, ServerMania’s account manager consistently helps to ensure the speedy resolution of critical issues for Webdock. And by fostering this relationship, the account manager is able to provide a high level of confidence and satisfaction to the company.

WHAT ADVICE DOES WEBDOCK HAVE FOR OTHER COMPANIES ABOUT TO EMBARK ON A SIMILAR PROJECT?



"Make sure you have direct lines of communication with your hosting provider's relevant departments, especially network specialists. It is painful having to submit tickets through an anonymous interface when your infrastructure is down and you have to wait for your issue to be routed to the correct department."

Arni Johannesson
Webdock Founder and CEO

In partnering with ServerMania, Webdock has grown their business in North America from 0 to about 25% of their total revenue.

After transitioning to co-location, they were able to start offering a very competitive product in comparison to when they were on leased hardware. The transition to colocating with ServerMania has yielded Webdock a 600% growth increase.

The company continues to grow at an accelerated rate every month.

ServerMania was able to provide Webdock with:

- A hassle-free colocation setup, resulting in an incredible growth rate for the company
- A dedicated account manager that knows the history of their business and ensures timely and effective resolution of any issue
- Competent and reliable customer service and support, resulting in confidence and satisfaction
- Affordable services and an unbeatable SLA.

ServerMania is more than a server hosting provider. We offer a personalized approach to service and delivery, with solutions that help you reach new customers and grow your business.

Everything we do is aimed at empowering your business with flexible, reliable, and affordable infrastructure, backed by unmatched enterprise infrastructure expertise and experience.

LEARN MORE

ServerMania is a Canadian company with over a decade of experience building high-performance infrastructure hosting platforms for businesses globally. We offer a wide range of fully customizable dedicated, hybrid, cloud, colocation, IP Transit, and server cluster services.

Our mission is to empower clients by equipping them with fast, reliable, innovative infrastructure hosting while upholding a 100% network uptime SLA. This is assisted by a 24x7x365 rapid response team – one with some of the best response times in the industry.

To learn more about how ServerMania can help to reduce your business's infrastructure costs while improving reliability and performance, [get in touch today](#).



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