> "Heficed are a partner we know we can trust and on whom we can rely"

The Client _

Multiverso is a software development company which has grown rapidly since its launch in 2013. Ranking highly for both client success rates and customer satisfaction, Multiverso is a business that prides itself on the quality of its client focussed business solutions.

MV Reports is Multiverso's main platform and is a facility management software programme that was developed in-house. In addition to developing and bringing to the market its own in-house software solutions, Multiverso also develops bespoke software solutions tailored to the needs of its clients.

In particular, Multiverso specialises in the development of mobile applications and websites, with special focus on corporate geolocation systems, social networking and responsive websites.

MULTIVERSO

Challenges _

Multiverso first approached us after experiencing large scale and serious problems with the provider it was using, specifically a lack of stability with its cloud hosting platforms. Multiverso reported full data loss on a number of occasions and found its machines were frequently crashing and were then unable to be restarted. In addition, it found that after maintenance, machine formatting would occur without warning.

Multiverso also complained that its previous provider's on-line control panels were either too complicated or impractical, and that ongoing support had been non-existent. Its experiences also left Multiverso with multiple email accounts which all pointed to the same cloud service. In Multiverso's own words "it was a complete mess".
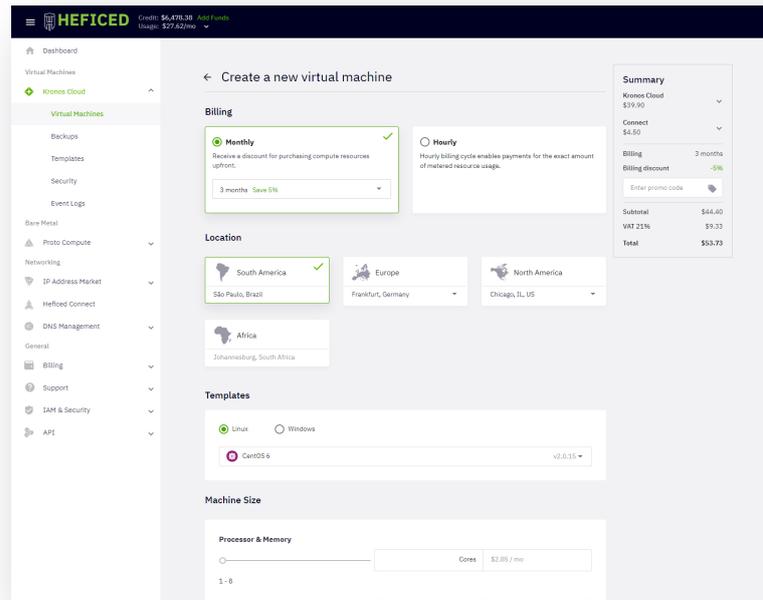
Our Solution _

We knew the biggest problem that Multiverso faced was a lack of stability, so it was important to provide them with cloud hosting that was stable, secure and simple to use.

We knew the biggest problem that Multiverso faced was a lack of stability, so it was important to provide them with cloud hosting that was stable, secure and simple to use.

Initially we recommended migrating to a Virtuozzo machine which led to immediate improvements and was "better than previous providers", but due to the size of the business, Multiverso still reported occasional issues with stability. We advised Multiverso to switch to Kronos Cloud and at this point all its problems were resolved.

You can find out more about Virtuozzo machine here.

Implementations _

Multiverso found the implementation of Heficed products, both the Virtuozzo machine and Kronos Cloud, to be "simple and transparent". It also reported an enormous difference between the service it had received from previous providers (where it had received no support at all) to working with Heficed where it has direct lines to our support teams. Multiverso now receives fast responses to its questions which resolve problems quickly and Tiago Fernandes, CEO at Multiverso stated that "the difference in support was HUGE and was very, very important".

Multiverso also commented favourably on our pricing.

Result _

As a result of working with us, Multiverso experienced a huge increase in the uptime of its services. It moved from an uptime of 79%-84% with its previous providers to a staggering 98% with Heficed. Multiverso has also seen an upsurge in its client base by around 120% per year, all due to the service improvements that were a direct result of working with us.

Multiverso also report that Kronos Cloud has become a core part of its business and is now even referring its own clients to us! It's important for Multiverso that its clients are able to have their own cloud server solutions hosted in a partner they know they can trust and on whom they can rely. Multiverso also told us that in its opinion, bigger names like Microsoft Azure and Google Cloud etc are not as good as us at providing cloud services or support, and so it always recommends that their clients work with Heficed.

In fact, Multiverso stated that _

"We had feedback from a client we sent to Heficed, who said that the service is absolutely incredible and the server stability is really great. I believe that everyone is happy and, for us, this is essential. "

Kronos Cloud Pricing _

Explore Heficed plans and pricing for Kronos Cloud, IP addresses and Proto Compute dedicated servers.

[Explore pricing]

You can learn more about Kronos Cloud here.

If you'd like to experience similar results to Multiverso, you can find out more about our products here.