

# Ten of many reasons to host with Rothen

Why is hosting with Rothen that much better?

## **1. True Commitment to Customer Support**

Providing fantastic customer support is our top priority. We only hire the best people to work for us. Our team of fully certified technicians is not only dedicated to assisting you but we also care greatly about your business. Our entire team wants to establish a friendly and long lasting relationship with you. We keep in mind that helping you to succeed helps us to succeed at every stage.

## **2. Real World Experience**

Like most other things, when it comes to hosting websites there is no substitute for real world experience. We have a seven year track record behind us and we have found what works and doesn't work when it comes to hosting. All of our solutions and processes are tried and tested. We are industry veterans.

## **3. Exceptional Reliability**

Your websites will be hosted on state of the art Supermicro servers running the latest Dual AMD Opteron (Quad Core) CPUs, utilizing a minimum of 6GB system RAM, high-performance Seagate SCSI hard disks and with our Premium Hosting service hardware RAID10 controllers as well. All of our servers are also fitted with Intelligent Platform Management Interface (IPMI) cards which allow us to monitor important hardware sensory data such as CPU temperature, fan speed etc. We use only the most reliable enterprise-grade hardware because we know how costly downtime can be.

## **4. Greater Control of the Hosting Environment - No Middle Men!**

Unlike most providers who host sites on low cost leased dedicated servers we own all of our server hardware, switches and other infrastructure. Rothen do not lease our equipment from anyone. This gives us a far greater degree of control over the hosting environment powering your websites. Our servers are located within our own private data center suite near downtown Dallas, Texas.

## **5. "Full Network Redundancy" - What It Really Means...**

Many hosts boast about "full network redundancy" but this very often only covers the border and distribution layers of the network where the data center connects to their backbone providers. We are not only connected to a fully redundant multi-homed BGP tier-1 network at the border layer but the network is fully redundant at all other layers as well - border, distribution and access - by taking advantage of Cisco's Hot Standby Routing Protocol (HSRP). This allows for routers to be run in redundant pairs so that if a router should fail or require maintenance then traffic is instantly cut over to a backup router with no outage.

## **6. No Ridiculous Overselling**

Lots of hosts these days are selling plans with crazy amounts of disk space and data transfer for suspiciously low amounts in a bid to grow their client base from unsuspecting users. This of course backfires when these providers find their servers overloaded or they are unable to sustain their offerings and go out of business, but only after taking your money. You won't see these type of plans at Rothen. We are about providing an honest, affordable and highly reliable service.

## **7. Proactive Approach**

At Rothen we take a proactive as oppose to reactive approach throughout our entire operation. This means that we take steps to help prevent problems from arising in the first place instead of simply responding to fix a problem once an issue occurs. This is extremely important in terms of maximizing uptime.

## **8. Great Communitarian Is Paramount!**

Not being able to contact your host when you have a problem is one of the most worrying and annoying things and this is what we constantly hear from people who move their hosting to us from other providers. Up to the minute updates and flowing communication regarding any problem is paramount. That is why we have a dedicated area for each of our servers within the announcements section of our Customer Forums where our team will post regarding any scheduled maintenance or service affecting news regarding your server. We will keep you fully updated and in the loop at all times. You can configure your account to notify you instantly via email as soon as a new announcement related to your server goes out. All of our key communications systems are maintained at off-site locations so that we will be able to communicate with you regardless of what is thrown at us.

## **9. Financial Stability**

You need to be careful when choosing a host to ensure they are not a fly by night operation. We have provided hosting for well over seven years since July of 2000, are completely debt free and cash flow positive. Rothen also own all of our servers, network gear and other infrastructure outright. You can safely depend on Rothen to meet and we hope exceed your hosting requirements well into the future.

## **10. Completely Risk Free**

We are so confident that you will be satisfied with our services that we are happy to extend to you a full 15 day money back guarantee regardless of the hosting plan type you choose. If you aren't completely happy within the first 15 days then let us know and we will issue you a full refund. No questions asked. Additionally, our Knowledge Base (KB) contains a powerhouse of information to help you get started with your new account and our support team is on hands at all times.

**Please drop us an email via [sales@rothen.com](mailto:sales@rothen.com) with any questions and we will get back to you as soon as possible. Alternatively, stop by the pre-sales questions section of our Customer Forums at <http://forums.rothen.com>.**