# STORM INTERNET

BreakerLink

"Storm Internet provided us with constant support from day one"

About BreakerLink

BreakerLink combine their 40 years of expertise into one car parts location service. Founded in 2002, BreakerLink provide an online car breakers, car parts and car spares service to the general public and trade sector. Enabling their customers to find car parts and car spares from a selection of car breakers across the UK with their quick and easy service.

The challenge

Downtime can result in a loss of custom and for BreakerLink this doesn't just affect them, but also their network of independent breakers that rely on the website for business. In order to provide peace of mind for themselves and their independent breakers, BreakerLink required a host with a proven track record of service and reliability, that was able to offer a level of support cover that took into account their need for a proactive response to issues and was also able to take care of regular and routine server maintenance tasks.
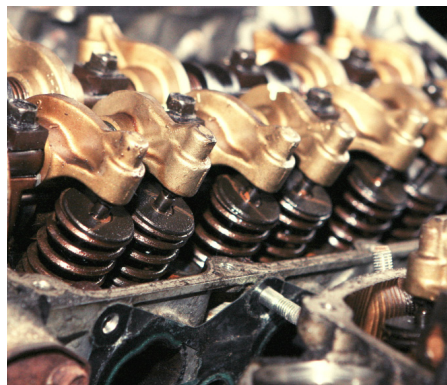
> "The support guys have been brilliant in sorting every issue, the support provided and the price that we pay is far better than what other hosting providers had quoted us."

The solution

A high specification dedicated server provided the power required to serve the requests of visitors looking for spare car parts and the network of breakers who rely on BreakerLink for their own leads. Storm Internet provides assistance with regular updates as part of the fully managed hosting experience in order to keep the customer's environment secure and up-to-date; this also reduces BreakerLink's reliance on and need for in-house IT colleagues.

In recognition of the importance of their website to generating business, BreakerLink is provided with a high level of support, giving them access to a proactive 24/7 support team capable of handling even the biggest of issues. This support was vital to the running of the company because it gave reassurance that our support team will be onto any issue the moment that they are notified of it, leaving little room for disruptive downtime.

The results:

The need for in-house IT colleagues was reduced saving unnecessary staff expenses

Able to contact expert support 24/7/365, ensuring any issues are given immediate attention

Reason for choosing Storm over other providers:

"With previous hosts the level of customer support that we'd received had been poor; we also had very little control over our service. Storm Internet's support team have been great in assisting us with the server and whenever we've asked for something to be added or changed, they've been very quick to the mark."

To find out more about our services, contact us:

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