

Client Case Study – Rangemore Systems

Reliable Hosting Infrastructure Supporting Critical Client Platforms

For more than 26 years, Rangemore Systems has trusted CWCS to provide the infrastructure behind the digital platforms it delivers to its own clients.

As a Managed Service Provider supporting small businesses with websites, online systems and software platforms, Rangemore relies on hosting that is reliable, secure and supported by experienced engineers.

THE CHALLENGE:

As Rangemore's services evolved and the complexity of the platforms they supported increased, the reliability of their hosting infrastructure became even more important.

Their clients expected:

- ✓ Platforms available around the clock
- ✓ Strong performance during busy periods
- ✓ Secure hosting environments
- ✓ Fast technical response when issues occur

Providing that level of service requires the right infrastructure and the right support behind it.

While large global cloud platforms offer powerful technology, they can also be complex to configure and maintain. For businesses whose core focus is software development and client support, managing infrastructure independently can introduce unnecessary risk.

Rangemore had also seen situations where Hosting Providers offered limited assistance when problems occurred.

“With many Providers, everything works fine until something goes wrong. At that point, you often realise you are on your own.”

CLIENT OVERVIEW:

Rangemore Systems is a specialist managed service provider that works with small and growing businesses to design, build and support their digital platforms.

The company develops and manages a wide range of systems including:

- Business websites
- Bespoke online portals
- High volume e-commerce platforms
- Software as a Service platforms
- Email and communications infrastructure

Many of Rangemore's clients rely heavily on these systems to operate their businesses.

If these platforms become unavailable or slow to respond, the impact on those organisations can be immediate.

“For some of our clients, downtime means their business simply stops. Reliability and performance are essential.”

Because of this, Rangemore must ensure that the hosting infrastructure behind these platforms is dependable and properly supported.

? WHY RANGEMORE SYSTEMS CHOOSE CWCS:

When Rangemore first selected CWCS, they were looking for more than a hosting provider. They wanted a company they could work with directly and rely on when systems were critical, the following were key selection criteria:

✓ Access to Experienced Technical Support

One of the most important differences was the ability to speak to real engineers when help was needed. Many hosting platforms rely heavily on automated systems, ticket queues or documentation. CWCS provides direct access to experienced technical staff who understand the infrastructure and can help resolve problems quickly.

✓ Guidance on the Right Infrastructure

CWCS also worked closely with Rangemore to design the right hosting environment for their requirements.

Instead of choosing services from a standard list, Rangemore could explain what they were trying to achieve and work with the CWCS team to select the most appropriate infrastructure.

“We could have a proper conversation about what we needed to build and CWCS helped us choose the right”

✓ A UK-Based Hosting Partner

Working with a UK-based provider also gave Rangemore and its clients confidence around data protection, compliance and operational standards.

✓ Consistent Service and Long-Term Relationships

Another important factor has been the consistency of the CWCS team.

Over time Rangemore has built relationships with the people supporting its infrastructure. That continuity means the team understands the systems and can respond quickly when support is needed.

“You get to know the people you are dealing with and you know the support will be there when you need it.”

? WHY RANGEMORE HAS STAYED WITH CWCS FOR MORE THAN 25 YEARS

The hosting industry has changed significantly since Rangemore first began working with CWCS. New providers have entered the market, and many services are now offered at very low prices.

Despite this, Rangemore has continued to work with CWCS for more than two decades. The reason is straightforward. The infrastructure has remained reliable and the support has remained strong.

“The real question is not why we chose CWCS. It is why we have stayed with them for so long.”

During that time Rangemore has occasionally worked with other hosting providers when projects required it. Those experiences reinforced the value of working with a provider that offers dependable infrastructure and responsive support.

CWCS has continued to invest in its infrastructure, services and accreditations over the years, giving Rangemore confidence that their systems are hosted on a platform they can trust.

THE CWCS SOLUTION:

Today Rangemore Systems uses several CWCS services to support its infrastructure and the platforms it delivers to clients. These services include:

- ✓ **Dedicated Servers hosting client applications and websites**
- ✓ **Barracuda outbound email filtering**
- ✓ **Managed backups to protect critical data**
- ✓ **24-hour technical support from CWCS engineers**

CWCS has also worked with Rangemore to design resilient infrastructure that operates across multiple data centre locations.

This approach improves reliability and helps ensure that systems remain available even if issues occur in a particular location.

“CWCS helped us build resilient systems with backups across multiple locations. That level of infrastructure would have been very difficult for us to implement ourselves.”

WORKING WITH THE CWCS TEAM:

Rangemore describes its experience working with CWCS as consistently reliable and supportive. Support requests are handled quickly, whether they occur during the day or outside normal working hours.

“You do not realise how much you rely on a service until you lose it. When we have needed support, even late at night, the CWCS team has responded quickly and helped resolve the issue.”

This level of support gives Rangemore confidence that any technical issues affecting their systems will be addressed quickly.

✓ THE IMPACT ON RANGEMORE SYSTEMS

Reliable hosting infrastructure has enabled Rangemore Systems to expand the services it offers to its own customers.

With CWCS providing the hosting platform and technical support behind the scenes, Rangemore can confidently deliver systems that require high availability and strong performance.

“CWCS has enabled us to take on projects that would have been very difficult without the right infrastructure in place. It does not matter how good the platform is. If the hosting fails, your clients will lose confidence.”

For Rangemore Systems, the relationship with CWCS is built on **trust, reliability and consistent service.**

“If your online services are critical to your organisation or your customers, you need to think carefully about the impact of downtime. CWCS gives us the confidence to deliver mission-critical platforms knowing their support team will always be there when we need them.”

Rob Hiley, Rangemore Systems