

CASE STUDY

Company

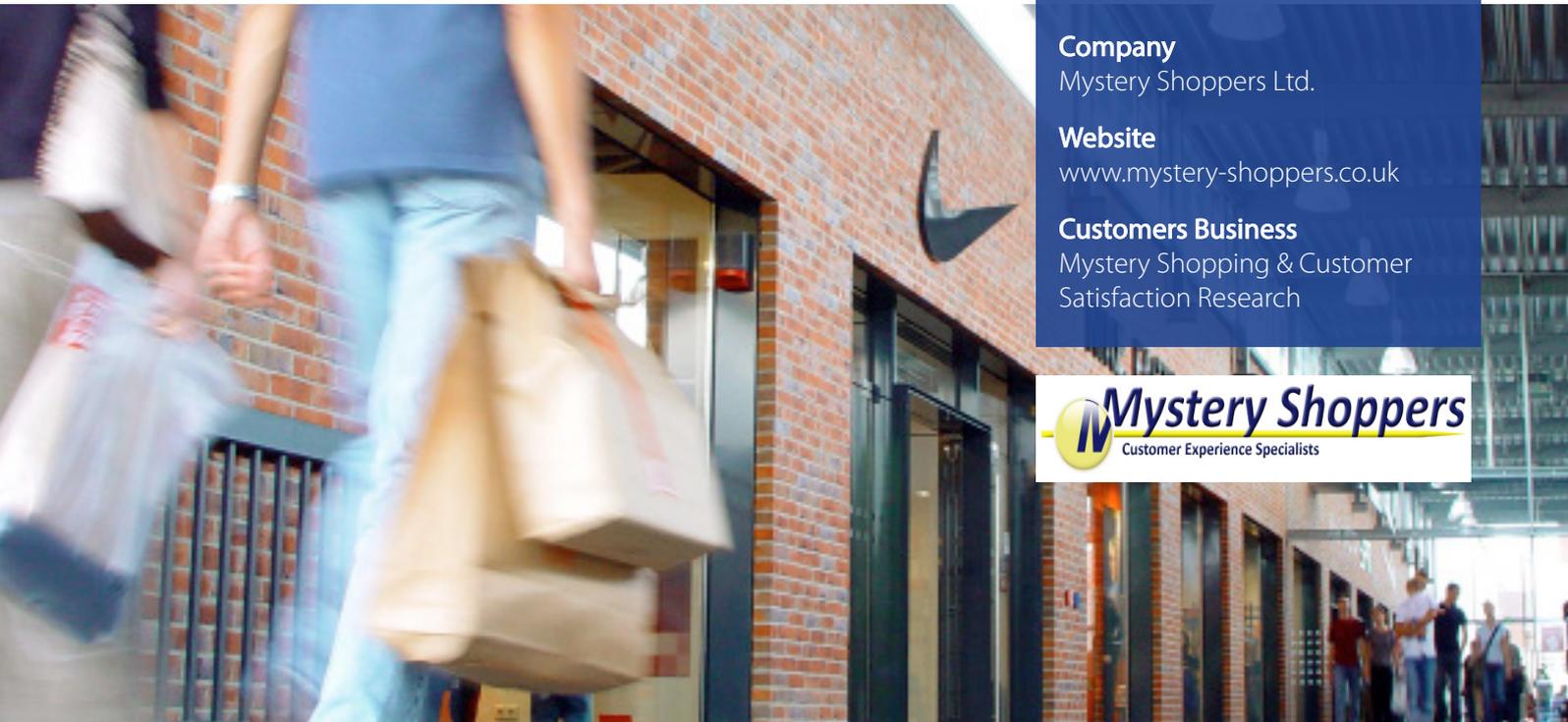
Mystery Shoppers Ltd.

Website

www.mystery-shoppers.co.uk

Customers Business

Mystery Shopping & Customer Satisfaction Research



“Storm Internet make us feel like we are a valued customer”

About Mystery Shoppers Ltd.

Mystery Shoppers was founded in 1991 and specialise in mystery shopping and customer satisfaction research. They offer a consultancy service, helping clients determine what they should measure, how to analyse the data and offer a reporting service for the data produced. They have several hundred experienced mystery shoppers throughout the UK and a database of over 250,000 mystery shopper volunteers, ready to be called upon when needed for mystery shopping projects. A secure and efficient hosting provider is essential in delivering the service they provide.

The challenge

Mystery Shoppers Ltd. started out with a shared hosting package with Storm for a simple system to manage, organise and bulk email their shoppers but they quickly outgrew this solution. Within a short space of time they had a database containing hundreds of thousands of mystery shopper data and had

launched their online portal service to enable clients to view all of their mystery shopping data in one place. They had a requirement for a secure solution that could support mass traffic to their website which was flexible enough to expand as their company continued to grow.

“I think Storm are one of the best hosting companies out there. I have recommended Storm Internet to several other people who have also been very pleased.”



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The solution

The competitive pricing Storm offered as well as their previous experience with Storm's excellent support team meant that they had already identified a suitable hosting provider, enabling them to be up and running in a very short time frame.

Moving to Storm Internet's secure, dedicated servers brought instant improvements for Mystery Shoppers Ltd. They immediately noticed a difference in speed and reliability and their database was much more accessible. The solid infrastructure Storm provide has enabled them to concentrate on moving forward and develop their own in-house system, and gives them peace of mind that their clients data is safe and secure.

The results:

Excellent performance - Website loads faster and always online

Database containing hundreds of thousands of records is secure and never slows or crashes

Complete flexibility – the ability to set up and install own software when required

Reason for choosing Storm over other providers:

"Storm Internet made us as the customer feel like we were valued. I think they are one of the best hosting companies out there!"

To find out more about our services, contact us:

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