The move to your platform is like moving from a Nokia 6100 to the iPhone 6s.

Background

Hyve met with Andy Hibbs, Director at Craft ICT, to discuss how their partnership with Hyve is a key part of their business. We also investigated speed tests that Craft ICT carried out on AWS, Rackspace and Hyve, with very unexpected results.

Craft ICT are a database development company. They provide a high performance service for FileMaker databases, with the ability to run them on multiple operating systems and devices. With customers worldwide, their clients can run their systems on the cloud using Citrix or Microsoft RemoteApp, at speeds that they would expect from being in their own office.

Challenge

Craft ICT dedicate themselves to providing 'the personal touch' and building strong relationships with their clients. This is why it is so important for them to partner with businesses who can offer the same personal service, as well as fast and reliable systems.

Craft ICT have used AWS for testing, and Rackspace for a managed solution in the past, and have had good experiences with both. However, it was when Rackspace started to expand and restructure departments that they decided to consider another hosting partner. There were too many processes and changes in pricing plans. They went from being on a one-on-one basis with an account manager, to being at the end of a web form or e-mail.

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It became difficult because no one knew who we were" explains Andy, "we would call and be put through to someone that didn't know our account or us, and it became tiresome.

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The HYVE Solution

Craft ICT were keen to move away from Rackspace to a company that could equal them in terms of speed and quality of infrastructure, but with a personal service. Craft ICT came across Hyve and at first had a test server, as they were keen to carry out some speed tests.

Craft ICT carried out a series of tests in April 2015 between Hyve and Rackspace (before they became a customer), and then they carried out further tests in February 2016 between AWS and Hyve. What the tests provided us with was a comparison of internal and external speeds of some of the main cloud servers on the market.
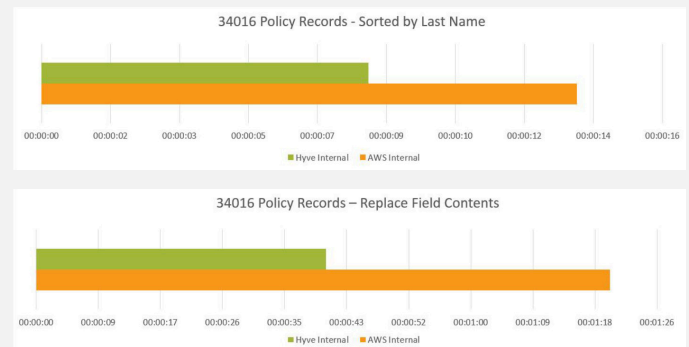
In terms of the internal speeds, there were quite a few differences in speeds between the three providers. As the results show, during these tests Hyve were almost twice as fast as AWS, as their speed results were not consistent and fluctuated.

Hyve's infrastructure was also compared to Rackspace, and the results show that Hyve were also significantly faster.* The external tests didn't bring up too many differences, but this is because it is dependent on internet speed, external connections etc. What the results show here is the consistency of speeds with Hyve servers, and that the servers maintained their high speeds, whilst the other servers were fluctuating on repeat tests.
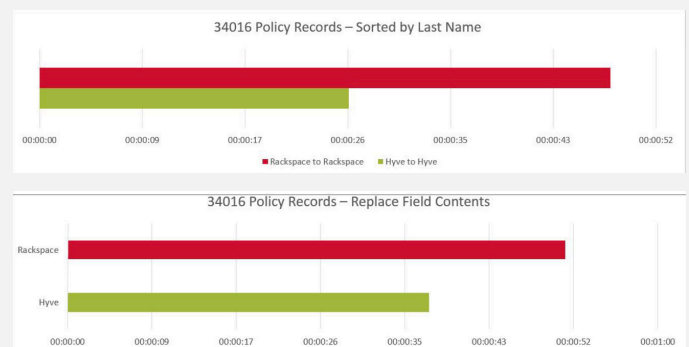
*These results are intended as a guide only. This is a base test and there are a number of variables and factors that could influence results. Repeat tests were carried out to ensure that there weren't any erroneous results.

Speed Test - The Results

Hyve vs Amazon

34016 Policy Records - Sorted by Last Name

Hyve Internal ■ AWS Internal ■

34016 Policy Records – Replace Field Contents

Hyve Internal ■ AWS Internal ■

Hyve vs Rackspace

34016 Policy Records – Sorted by Last Name

Rackspace to Rackspace ■ Hyve to Hyve ■

34016 Policy Records – Replace Field Contents

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Benefits

Hyve provide Craft ICT with a fast, reliable, and scalable cloud solution. They were impressed with the results of the initial tests, and the transparency and assistance that Hyve provided during the sales and set-up process. "It seemed like the right fit" said Andy, "Hyve were on the end of the phone, the team seemed to provide the service that we were looking for".

One of Craft ICT's clients who moved over from the initial Rackspace hosting to Hyve's infrastructure had really noticed these changes in speed, noting that "our systems have been working virtually flawlessly and the move to your platform from what we had before is like moving from a Nokia 6110 to the iPhone 6S. " Hyve also work with a very personal approach, and this is something that attracted Craft ICT to us.

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Decisions get made without any hassle, the support engineers are brilliant and easy to contact, and the servers faster than other hosts we've worked with.

Andy Hibbs – Director Craft ICT