# Hosting & IT Support for Freelance Web Designer

## PROJECT DETAILS

🏷️ **Managed IT Services**

📅 **Jan. 2008 - Ongoing**

💲 **$10,000 to $49,999**

> *"They act like a small business in how they treat their clients; you can reach out, and they'll get right back to you."*

## PROJECT SUMMARY

WebCitz, LLC provides IT support and web hosting services to a freelancer. They set up a cPanel server and instructed how to use it. The team continues to deliver insights and suggestions.

## PROJECT FEEDBACK

WebCitz, LLC has supplemented a long-term engagement by maintaining a highly functional, fast, and up-to-date server. The team is responsive in answering questions or helping to resolve challenges, ultimately facilitating an effortless collaboration.

# WebCitz, LLC

## The Client

### Introduce your business and what you do there.

I'm a freelancer in my local area. I do websites and social media.

## The Challenge

### What challenge were you trying to address with WebCitz, LLC?

I was early in my IT career and wanted to start developing websites.

Joe Simmons
Freelancer

IT Services

1-10 Employees

Janesville, Wisconsin

CLIENT RATING

**5.0**
Overall Score

Quality: 5.0

Schedule: 5.0

Cost: 5.0

Would Refer: 5.0

# The Approach

## What was the scope of their involvement?

I started working with WebCitz, LLC when I started my freelancing business. Dave (Owner, WebCitz LLC) set me up with a cPanel server and taught me how to use it.

Our work together is on and off. Dave gives me insights on how to work with my customers and provides suggestions on trying different things. I try to do things on my own, but if a challenge comes up or I don't know how to use a certain program on the server, I just reach out to Dave, and he gets back to me right away.

## What is the team composition?

I just work with Dave.

## How much have you invested with them?

I've spent around $10,000.

## What is the status of this engagement?

We began working together in 2008, and I've been with them ever since.

## The Outcome

### What evidence can you share that demonstrates the impact of the engagement?

My server has been solid and fast, and it's worked well for me. Dave is a good source to go to if I have any questions. Dave and his crew make the experience very easy and are always responsive. I don't see that in today's industry very much; I hear from friends and see in forums that their service providers are unresponsive or hard to understand. WebCitz, LLC gives me the answers that I need, and if I don't understand, they provide more information.

The biggest struggle is changing servers because people don't want to lose anything or find that it's incompatible. WebCitz, LLC is always on top of updates, so our stuff works really well. I've been with them for over ten years, and my servers haven't gone down more than 3–4 times. The longevity of that is just amazing.

### How did WebCitz, LLC perform from a project management standpoint?

We typically communicate via phone, email, and support tickets. They act like a small business in how they treat their clients; you can reach out, and they'll get right back to you.

### What did you find most impressive about them?

I'll never change service providers. The biggest thing about Dave and WebCitz, LLC is that they're very responsive. They get back to me right away or try to, depending on their workload.

### Are there any areas they could improve?

I don't think so.

## Any advice for potential customers?

Have a little patience in working with them while they set up your site, and you'll have a great relationship with them.