

# CIO Testimonial

Learn why Chief Information Officers across the Globe turn to Fpweb.net as their trusted IT partner.

I am a new Fpweb.net customer. I selected Fpweb.net after hearing about you at a conference of foundation CIOs a few weeks ago.

The sales experience was a very positive one - Rob took the time with a professional, consultative style and answered my questions. I wanted my own SharePoint space for personal projects (I serve on some boards, volunteer, teach, etc) separate from my work SharePoint server. I'm also an old "recovering coder", and wanted a chance to do some .NET, XML, and data-driven web development for my own research and recreation.

## Why Outsource?

**IT costs and complexities** continue to skyrocket resulting in less innovation and more overhead.

**Companies save 30-60%** by outsourcing their IT needs - according to recent IDC research.

**Focus on your core business** while increasing profitability, leave the rest to Fpweb.net Managed Hosting.

## “Like a lighthouse among the lamp-posts”

Your team had me up and running with minimum time and effort. I was throwing some pretty off-the-wall questions at them about web parts, news feeds, etc... and your support team impressed me very much with their responsiveness and commitment to service.

In my work life I deal with a lot of vendors... and you guys stand out like a lighthouse among the lamp-posts.

On the basis of your support, I decided to move my family's Web and email domains to Fpweb.net as well, and added a Web Hosting Pro account to my SharePoint Starter within a few days.

Throughout, the sales and support teams have acted like true technology partners, in every sense of the word.

In an odd sense, the highest praise I can offer is that I'm NOT one of those rare and lucky cases where nothing went wrong. There was a

bit of a difference between what sales told me and the SharePoint engineer's reality on subdomains. I didn't get the email with the basic instructions, usernames and passwords when I initially signed up. Some of the things I had hoped to do some research on with SQL are not officially supported - or just not working yet.

However, even with those wrinkles, I'm now an evangelist for Fpweb.net. As someone who has supported thousands of desktops since my first MIS Manager job 20 years ago, I know that you can't prevent all of the problems, you just have to know how to react. (continued on pg. 2)

## The First of Our Kind

**In 1999, we were the first and only company in the world to host SharePoint.**

Now, 10 years later, with more than 1,000,000 users, we're still unmatched in SharePoint and MOSS hosting expertise. Ask about our unique offers, like MOSS InstaNet™ or MOSS Enterprise Geo Clusters™.



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Advanced Infrastructure  
Portals & Collaboration  
Hosting Solutions



“Fast response time, knowledge, and can-do attitude...”

Your team exhibited all of those qualities in full measure.”

(continued from pg. 1)

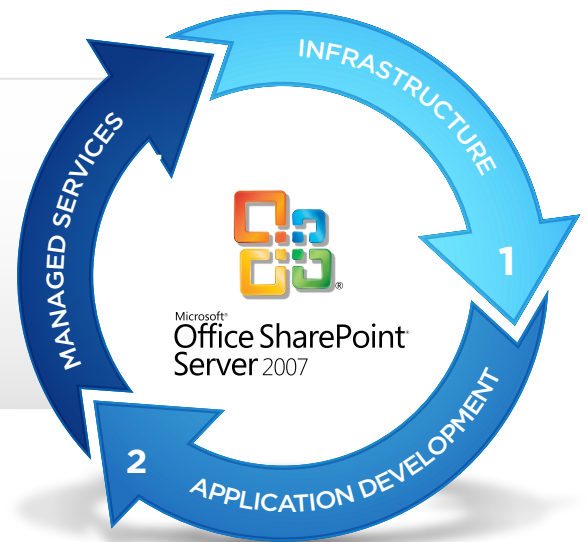
You have to be prepared for (and good at) responding to problems when they arrive; including a customer service orientation, fast response time, knowledge, and a can-do attitude that makes you expend the extra effort to get the problem solved.

Your team exhibited all of those qualities, in full measure. Your overall package - specs, features, pricing - is very competitive, but it is **your service that really creates the value, differentiates you, and makes people talk.** Trust me on this. As a result, 1and1 is down a few accounts lately -- and I'm sure that they, and other competitors, will be losing thousands more to you in the weeks and months to come.

Comprehensive  
**SharePoint LifeCycle Management**

From start to finish, we take care of every phase of your MOSS lifecycle. We build MOSS, customize it, keep it running at top speed and manage version upgrades.

**So relax. Forget about the complexities of MOSS and get back to business.**



“A Viable Solution”

You can count me as a customer evangelist for your company; in fact, I have been asked to do a "technology makeover" as part of a major conference presentation in February, and the organization will become an Fpweb.net customer as part of this activity - as an example of a viable solution for mid-size organizations needing industrial-strength technology, Web, and collaboration resources.

My thanks for being a good technology partner, especially on such a small and personal scale. My congratulations on building a company and a team that performs so well.

**Mark C. Bolgiano**

Chief Information Officer  
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**SharePoint Knowledge**

Our SharePoint Platinum Engineer Certification (SPEC) ensures that our team can architect, deploy and manage your customized MOSS server farm at a level of SharePoint industry expertise like none other.



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