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Dear David,

You asked for my thoughts on my dealings with Titan Internet so here goes...

I own and run www.irisoptical.co.uk, initially an online-only eyewear retailer but now also with a growing number of high street stores. The web-based order management system we built almost 11 years ago for our first website was adapted for order processing in our stores, and as a result our website is the cornerstone of our business: if it goes down, not only can we not be found by new or old customers, but neither can we process orders in our stores. No website, no business. I cannot over-emphasize Titan's importance to a small business like ours: knowing that, IT-speaking, our back is covered by a bunch of very friendly, knowledgeable and helpful guys is key to our business. If there is a problem with our server it gets fixed - quickly.

Our previous hosting company was perhaps as capable but nowhere near as pleasant to deal with and I never KNEW that a problem would be sorted fast. Titan's response time is excellent: I was a little skeptical about email support at first, assuming a telephone call to be quicker and more reliable, but found emails to be replied to promptly and fully and with none of the thinly-veiled condescension sometimes dished out by IT pros to the layman.

They are also very well priced - I did my homework before moving to them - particularly considering the speed and quality of support and virtually non-existent downtime. If you panic and phone up with a problem, someone actually picks the phone up and, in a genuinely English accent, quickly deals with it.

Also, after lamenting (to Titan) that there was no hosting package in between a shared and dedicated server, I was delighted when they introduced one - i.e. they listened to what I (and presumably others) needed and then provided it.

All in all I couldn't recommend any company more.

Kindest regards,

Spencer Scher

Iris Optical Ltd.