

# Parallels® Plesk Control Panel

## Customer Success Story

### Parallels Plesk Control Panel Enables Progress Technologies to Resell Hosting Services at Lower Costs

Parallels Plesk Control Panel has allowed domain owners of all types to self-administer even complex tasks with the greatest of ease.

#### Business Challenge

As Progress Technologies continued to grow, they faced growing problems with administration of their clients needs. Each time they would set up a new customer, the process was done manually, as was any ongoing administration. As a result, support costs for their customers were growing rapidly. As delays for finishing such tasks like creating e-mail accounts grew, customers began to request the need to have more control.

Progress Technologies considered different solutions to this problem, and eventually decided they needed to give their customers access to a comprehensive control panel that would allow them to self-administer many of these common tasks. After concluding that they didn't have the time or resources for an in-house solution, Progress Technologies sought out to look for a control panel that was cost-effective and professional.

#### Solution

Progress Technologies chose Parallels Plesk Control Panel in 2001 after looking at several other control panels in the market, such as Ensim and cPanel. After considering all the solutions, Progress Technologies decided that the Parallels Plesk Control Panel user interface was the easiest to use and best portrayed how they wished to be seen as a company. Once they had made their decision, Progress Technologies wanted to ensure that all their customers had a consistent look and feel and customer experience and began migration of their customers on other control panels to Parallels Plesk Control Panel.

#### Key Business Benefits

Since implementing Parallels Plesk Control Panel, Progress Technologies has saved over 30% in administrative costs. They have had very little need for support on Parallels Plesk Control Panel which has allowed them to focus on growing and improving their business. Additionally, because there are no unknown costs with a cost-effective per client per server model, Progress Technologies can continue to provide their customers with an affordable solution. Progress Technologies has even been able to utilize Parallels Plesk Control Panel to help increase sales by allowing potential customers to "test-drive" Parallels Plesk Control Panel before purchase.

"Parallels Plesk Control Panel allows us to stay competitive with competing companies by exceeding prospective client expectations through offering a complete set of innovative tools that far outpace our competition."

— Tony Nestor, CEO, Progress Technologies

## **PROGRESS** *Technologies*

### About Progress Technologies

Progress Technologies, Inc. is known nationwide as an Internet industry expert specializing in website development and hosting for the manufacturing, real estate, services and local government industries. Progress Technologies started out as an Internet development firm that would occasionally host the websites that they built. As they gained more clients in their early stages, they came across more and more opportunities for hosting. They sought to take advantage of these opportunities by becoming a hosting reseller.

Initially, they became a reseller by engaging a local hosting provider. However, they soon realized that this provider had several downsides. For one, they did not provide enough scalability for their organization as they were located only on the West Coast. Additionally, the tools they provided to their resellers for administration were very archaic. As a result, Progress search for a provider that could provide multiple locations, a robust network, and sophisticated tools, such as Parallels Plesk Control Panel. They found this provider in PEER 1.

For more information please visit [www.progresstechnologies.com](http://www.progresstechnologies.com)



**Liberty Building Forensics Group (LBFG)** is a firm of forensic engineers and architects specializing in moisture and mold building forensics. Because of the nature of their business, LBFG works with a limited technical staff since technology is not central to their business. Still, the resources they do have several other responsibilities such as managing wireless access for their 60 acres of property, backing up their file servers, doing 3-d animation and graphics to support the business, along with website administration. The quick self-administration of Parallels Plesk Control Panel allows them to administer their e-mail, password protect folders, and access phpMyadmin without taking time away from their core responsibilities.

For more information please visit [www.lpdg.net](http://www.lpdg.net)



**The City of Bonita Springs** in Florida attracts a lot of tourists and is home to over 40,000 residents. The local government of Bonita Springs has set up a website to serve both groups needs. They are able to employ a tech savvy IT staff, but they still use Parallels Plesk Control Panel because it increases their flexibility as a group. Prior to using Parallels Plesk Control Panel, the

City of Bonita Springs had to call Progress Technologies to accomplish tasks such as DNS Management, domain management, uploading of files, HTML editing, or gathering site statistics. With Parallels Plesk Control Panel, they are able to do these all on their own, and as a result response time increases. When urgent documents, such as a letter from the Mayor, need to be uploaded on the website, they can do this immediately using Parallels Plesk Control Panel. Additionally, because of the intuitive interface, they can delegate certain tasks to non-technical staff if need be. The intuitive and professional look and feel of Parallels Plesk Control Panel gives even these non-technical users immediate confidence in their ability to accomplish tasks.

For more information please visit [www.cityofbonitasprings.org](http://www.cityofbonitasprings.org)



**The Lee Country Republican Executive Committee (LCREC)** serves on various standing and ad hoc committees to further the ideals of the Republican Party in Lee County, Florida. The LCREC is a membership based group and because of the nature

of the committee, the members tend to change over time. The committee's technical needs are often handled by unpaid novice users who don't have technical skills, but still need to work with all sorts of applications. Because of these limitations, LCREC relies heavily on the Parallels Plesk Control Panel control panel to do many functions, like deleting or adding members. Parallels Plesk Control Panel makes these tasks simple for novice users and ensures that the work does not become cumbersome. The user-friendly interface for Parallels Plesk Control Panel is critical for training needs of LCREC since they often have to train new members to use the control panel. However, even if they are novice users, the LCREC has found that they typically only need to train people only once before they are comfortable with using Plesk.

For more information please visit [www.leerepublican.org](http://www.leerepublican.org)



## About Peer 1

PEER 1 is recognized as a leading global provider of online IT infrastructure, delivering highly scalable dedicated hosting and co-location solutions to make sure our customers' web sites are managed quickly and seamlessly. Since its inception in 1999, the company has grown to include data centers and network points of presence in 17 major cities across North America and Europe, all connected by PEER 1's world class Internet network. PEER 1 serves a variety of startups and SMEs including software as a service (SaaS), Web 2.0, hosting providers, online gaming providers, Internet phone (VoIP) companies, and outsourced enterprise solutions organizations.

PEER 1 has used Parallels Plesk Control Panel for its Managed Dedicated and Self-Managed server customers since 2001. They had heard the reputation of Parallels Plesk Control Panel as a solid, professional control panel that was available for both Linux/Unix and Windows platforms. Over time, Parallels and PEER 1 have developed a strong relationship. PEER 1 believes this relationship has developed thanks to the high-level visibility of PEER 1 within Parallels and personalized support, which has translated into happy customers for PEER 1.

PEER 1's headquarters are in Vancouver, Canada and the stock is traded on the TSX Venture exchange under the symbol PIX. For more information visit: <http://www.peer1.com>.



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