



Brad Erickson
Chair of ACE Communications Committee

I have worked with hosting handled by various academic institutions, by 1 association and by four separate 3rd party hosts. I have also been associated with 6 different developer teams primarily relating to web applications and web sites.

DPG over-all has the very best service. This includes a number of areas I will note below. I do not have a complaint about DPG's service in any area. This is in stark contrast to the issues I have seen with other developers and other web hosts.

- Speed of DPG Web Servers - Very good. The one time we felt the site was slowing down, they upgraded their servers.
- Speed of response to emails - Always within 24 hours, often within minutes.
- Speed of service to address problems - Always replied to my questions within hours (often within minutes), and most problem resolution completed within minutes of the request, or within the times that they indicated in their email response if it was a larger issue.
- For telephone calls I nearly always reach a person, but if a message was left, a call is returned within hours.
- Speed of response to requests for quotations - usually within 24 hours for small quotations, or within 4 to 7 days for more complex quotations
- Completion of Contracts - Always on time or ahead of schedule

One day, on the very day I was about to unveil our website to the entire association at a conference, I discovered that late the night before, I had accidentally deleted a critical web page. With only 1 hour until my presentation, I emailed DPG, who grabbed a backup copy of the deleted file and restored the system within minutes. – Fabulous!

I cannot say enough in recommending DPG. I have been so happy with all aspects of our interaction and involvement with them, and this is in comparison to a number of developers and hosting agencies. If they maintain their current formula of working with clients, you cannot go wrong.