Your feedback is one of the key drivers for our business. It helps us enormously to constantly improve our products and services and, ultimately, to realize our customer-focused vision. So we want to hear from you, even if it's about things that went wrong. That way we can get busy making improvements that will result in real changes that benefit everyone. Changes like the ones listed here…

Priority No. 1: You

We listened:
Electronic communications make it so easy to keep in touch these days but, still, there's no substitute for personal service.

We acted:
We can't emphasize enough how important you are to us. From every board member to every engineer, developer, receptionist and sales person, customer service is part of the company's DNA. For new customers an onboarding team is now making things easier for before, during and after delivery of products and services. Staff are trained to ensure they understand clearly what's being asked and to reply in a clear, concise and friendly way. We've also put systems in place to ensure consistency when you talk to more than one support person. And we are continuously providing training and certification to our people to ensure they can give you the expert advice you need when you have questions.

More support for partners

We listened:
Partners told us that they deserved a little more recognition for their loyalty to LeaseWeb.

We acted:
To demonstrate how much we value our partners we have now created an Indirect Channel Team to focus on how we can help them more. We've developed generous incentives for all kinds of LeaseWeb Channel Program members and continue to offer them other financial, as well as non-monetary, benefits.

Faster delivery?

We listened:
Our delivery times have always been pretty good but faster is always going to be better.

We acted:
Automation means we can now deliver bare metal and virtual servers instantly. This year we'll also start with 24/7 delivery for custom built setups. For these, engineers will still need to set things up manually which isn't quite instant but it's the next best thing. The move toward automation shouldn't make the whole process robotic or impersonal though as our people ensure that the human touch remains a key element of our service now and in the future.

Automation and integration

We listened:
We're constantly looking for ways to give our customers more control over their infrastructure and solutions.

We acted:
We are very keen to offer you different options to easily manage your LeaseWeb services. Our Developer Portal provides access to powerful APIs which facilitate backend action and can be integrated into your own applications. Acting as gateways to our backend systems, our APIs are the power behind the LeaseWeb Customer Portal's functionality. So if something is possible on the portal it's executable in the API too.

Innovative new products & services

We listened:
While you like our products' overall performance you want them to be constantly refreshed with new, innovative ideas which can make a real impact on your business.

We acted:
We see our platform as an incredibly powerful tool which can not only facilitate better business opportunities for our customers but amazing new experiences for end users too. And we've been busy working on new ways to channel its potential. We rolled out new bare metal and cloud functionality last year and also introduced our highly successful CDN, which is delivering more and more exciting content to end-users all around the world. Private networking for bare metal servers has recently been introduced to make moving data around easier than ever and further features and improvements to the CDN are on their way which will allow customers to fine tune performance and maximize their ROI. Meanwhile, the LeaseWeb Cloud continues to open up entirely new ways to customize its performance to your specific business needs with plans for Object Based Storage, a more advanced VMWare portfolio, further anti-DDoS measures and ongoing network expansion into new regions.

Expanding to regions where you want us to go

We listened:
Even if you like our products and services already (thanks) it's important for them to be available close to your customers and markets. You've told us where you're going and we're following close behind.

We acted:
We're expanding. Over the last couple of years we've added state of the art data centers in Singapore, Hong Kong and San Francisco bringing our total up to 9. It means you can now get much closer to customers in Asia as well as having great coverage right across North America. But we're not stopping there. After listening to customers and their suggestions for where we should go next we're developing plans to open further centers in Sydney, Tokyo and beyond. Watch this space.

Faster, focused support

We listened:
You want problems resolved quickly and efficiently. You want to find the right person to help you and for them to understand things from a customer perspective.

We acted:
We connected all Bare Metal Servers to an Intelligent Platform Management Interface (IPMI) – a powerful toolset for "out of band" functions such as hardware telemetry, power cycling and remote console – enabling us to handle 80% of support inquiries centrally and remotely via our global support center. Various local support centers will remain in place to execute on-premises activities if needed. When you call, the people at the end of the line are extremely well trained so will be able to answer your question then and there. If not, they'll pinpoint the right person and put you in touch straightaway. The result has been much faster resolution times and a lot less frustration all round.

A better online experience

We listened:
The old website had many issues you didn't like ranging from its (un-)usability and content to its design and feel.

We acted:
A total revamp of our website has changed the user experience completely. It's faster, more intuitive and the information available is clearer.

Thanks for sticking with us

We listened:
Think the longer we work together the more generous terms you should be given? Hmm, you may have a point…

We acted:
We really do want to reward your loyalty so we're looking into new and interesting ways to recognize your faith in us through a variety of programs and initiatives. To be continued…

Making an awesome network even awesomer

We listened:
Most people agree that the LeaseWeb network is one of the very best for speed and reliability. But DDoS attacks continue to be a pain.

We acted:
DDoS attacks take many forms and to combat them takes a tailored, multi-layered approach that takes account of on-premises appliances, cloud environments and combinations of other environments. We are currently adding several DDoS mitigation layers into our network backbone. Customer-specific DDoS mitigation solutions are being researched and may be added to our portfolio in the near future.

Tell us how we're doing
Without happy customers we'd be nothing. That's why we actively seek feedback from you. Sure, it's nice when that feedback is positive but finding out where things could be better is even more valuable. It helps us help you and it also enables us to build a better and stronger business in the future.

So please send us your questions, suggestions or feedback. Call us, talk to your account manager or find us online. Whichever way you choose to talk to us, we value your feedback and look forward to giving you the best possible customer experience in the future.