

BrainHackr

Case Study – October 2019



BrainHackr is a board game bar and café located in Prospect, SA. We provide a comfortable café atmosphere where people can come and play games from our range of over 500 titles while enjoying a coffee, lunch or something from the bar. If you like one of the games that much you might even be able to purchase it from our retail store.

What made you choose VentralP Australia?

VentralP had a strong reputation amongst the web community with great reviews on whirlpool and an active presence there responding to questions and issues. It also helps that Ventra is Australian based and has a great support team. VentralP also marketed itself as a great place to host WordPress which appealed to us as we had been with other hosts who did not understand our needs in the past.

Why are you still with us?

During our initial move to Ventra from another host we had a few teething issues while getting set up, the response from the team was great and has been ever since. It is important to us that we have quick response to technical issues as we are heavily reliant on Ventra

Can you tell us about the services you use with VentraIP Australia?

The primary service VentraIP provides to us is the premier web hosting package. Through this service we host our website which provides information about our café, our booking system which gives both us and customers real time information about which tables are free and when (we're often booked out on weekends so this is vital to us), we also run both our online e-commerce store and in store point of sale. It's safe to say we get maximum value out of our package



We've now been at Ventra for over 2 years and couldn't see any reason to change.

– Drew McGiffert

Why is it important to you to have reliable and fast web hosting?

Reliable and fast web hosting is vital to both our online and in store experience. If our host goes down, our point of sale doesn't function and our customers can't grab that last table on a Saturday night online.

Have you ever needed to use our 24/7 Australian support? How important is it to you?

We're often adding new functionality to our website, this can sometimes lead to issues and the support team has been great at helping us restore backups and stop runaway processes. Having fast response from the support team is extremely important to us, particularly on a sale day where we may need to adjust our service to cope with the extra traffic.

What do you think of using VIPControl to manage your services?

VIPControl has been great, there have been instances where we've needed to whitelist an IP to get SSH access or to adjust our service quickly. VIPControl has made this simple and easy to do ourselves without needing to contact support.

What would you say to anyone considering moving their services over to VentralP Australia from another provider?

Over the years we had hosted our website with a range of hosts, we hadn't stayed in one place for more than two years. We've now been at Ventra for over 2 years and couldn't see any reason to change. We would love to be on a private server but as a small business it's just not viable, VentralP offer a shared service which has excellent reliability and is backed by a knowledgeable support team – something we hadn't been able to find a good combination of elsewhere. If you're considering the move for your own small business platform we would definitely recommend trying them out.

VentralP Australia is the largest privately owned web host and domain name registrar in Australia, backed by a team of industry veterans and local technical professionals who ensure our customers always get the best customer service and technical support 24 hours a day, 7 days a week.

For more info visit the [VentralP website](#)