



Deskulous Case Study

ABOUT DESKULOUS



So Easy, It's Ridiculous.

Deskulous is the first cloud based remote desktop connection manager built by IT Pros for IT Pros. They provide a Remote Desktop Control (RDC) that allows IT teams to launch connections right from a web browser in just a few clicks, manage user credentials, and client technical information all in one simple interface. Simply put, Deskulous adds an additional layer of management for terminal servers and user

accounts. Deskulous relies upon Togglebox cloud hosting infrastructure. The following is what Brendon had to say about his vendor relationship with Togglebox.

THE CHALLENGE

Deskulous needed a hosting partner that would enable them to quickly set up high performance servers for their clients. They sought the following from Togglebox,

- On demand servers that could be set up instantly
- Improved performance and better technology
- Reliability and improved uptime
- A responsive, knowledgeable technical staff

"We absolutely recommend Togglebox. The support team is good about helping us dig in to determine whether a problem, no matter how minor, is on our end or their end. Past vendors simply provided the typical level of support for a virtual machine. We get told it is up and that's it. That's all they care about. Close the ticket."

– Brendan Liner, VP Deskulous

CUSTOMIZABLE

Unlike many low cost hosting providers, Togglebox has a client centric approach to solving technical problems so that clients can grow their business. Deskulous needed access to a scalable cloud based infrastructure that they could count on. Equally as important, they needed to configure servers to meet the needs of their varied clients. Brendon Liner, Vice President of Deskulous described the Togglebox advantage this way, "We can bring on much larger clients with Togglebox. It's the ease of spinning up servers, and being able to put servers into local network configurations. Togglebox is one of the few vendors that allow us to put 5 or 6 servers on the same local area network (LAN). This is a big deal when running database applications for our clients."

A HIGH LEVEL OF SERVICE

Unlike large hosting providers, Togglebox has a highly trained support team available to trouble shoot any potential problems a client might encounter. They respond quickly to all clients, large and small and go beyond the typical industry standards for support. According to Liner, "Togglebox has been our go to vendor because of the support we get and the performance we get. With Togglebox one of the things we really appreciate is the high level of service and their responsiveness. You don't get that with a lot of low cost hosting vendors that are out there."

Togglebox is proud to be such an important part of Deskulous' business strategy. Find out how the right balance of low cost, customizable servers, and responsive customer support can help your business grow. **Contact us today.**