

Big Wet Fish Web Hosting

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Letter of Recommendation - Mike Kahn, formerly of Hostdime

My name is Stephen Kinkaid and I started a small web hosting company as a hobby in 2002. In 2004 I found Hostdime of Orlando Florida starting off with a number of reseller accounts and growing into a small but successful web hosting company based in Northern Ireland (a country with 1.5 million population). What started as a hobby for me has now turned into a small company capable of supporting myself plus some staff members. What started as 3 reseller accounts has grown into 20 high end dedicated servers.

Our primary focus is on Client Relationships. I firmly believe in what is a saturated market this is what sets us out from the crowd. Check our twitter feed @bigwetfish and you will regularly see clients saying good things about us. Much of the belief in the need to build effective client relationships has come from the example of Mike Kahn.

What our company is today is most definitely to a considerable extent down to the dedication, professionalism and professional friendship of Mike Kahn both while he was Operations Manager and more so when he was VP of Operations. Nothing in the 7 years I have known him has been too much for him. Regardless of what shift he was working he went above and beyond the call of duty at all times. I had his cell phone number and he told me to call him any time if I had any problems whatsoever. It was the dedication and commitment of Mike that made me such a loyal Hostdime client. His personal touch was there always. He always made you feel special although I do fully realize he probably made hundreds of other Hostdime clients feel as special as I did. Even when he was busy he found the time. If he had to say 'sec' on a live chat I knew as soon as he got free he would come back to me. Such was his dedication to customer service.

Since Mike left Hostdime things have completely changed. Whilst I could not complain in any way about any of the service given to be by Mike's successor Dennis nor could I complain in any way about the service and support I still receive from my Dedicated Server Account Representative (an initiative started by Mike 12 months ago) the relationship has become less friendly and much less personal since he left the company. Chats on AIM to the new VP of Operations have gone unanswered for the past month despite my regularly trying. A recent ticket in the 'management internal' queue was sitting for 16 days before a reply was received. Never in Mike's time would

a 'management' ticket go unanswered for 16 days! Replies from support tickets from the dedicated server team Mike used to manage have become very formal and 'cold'. The willingness to go the extra mile has disappeared. Silly issues like being charged one off fees of \$35 for software installs that used to be free have started to appear. Mike would always have waived a \$35 one off fee knowing that I was spending \$3500 per month with the company! Small things like that frustrate me petty though they are and Mike could read my mood and would prevent such petty things frustrating me as a client. This is firmly believe speaks volumes of the respect I have for Mike and the willingness of him to do everything in his power to meet the needs of me, the client. I am sure I am not the biggest client Hostdime have but I was always made to feel like a VIP. From small things like balloons when I visited the office to Orlando Magic tickets last Easter - Mike did what he could to make me feel special when I was in town.

Mike was there during the bad times as well as the good times. He was sympathetic when servers failed and would always be fair in escalating issues to senior techs on the noc floor when he knew my business was being affected. He was always there to listen to my moans and complaints (few though they were) and his people skills made me feel better even where on some rare occasions Hostdime were in the wrong and made errors affecting uptime.

His business head was helpful as well. He always described me as a partner and not a client and he would regularly check in to see how things were going either on AIM or via a conference call. His advice was invaluable in helping me grow my business. I trusted him in return and as an example last Easter when i was on vacation in Orlando he met with me and I shared my growth figures. I felt I could trust him to share this with him as this is pretty personal information to my business. He took these away and worked with his team to give me better efficiencies. In fact I have just come to the end of the 12 month efficiency drive that we initially talked about in March 2010. All my servers now except for one have been refreshed with new hardware and I am now 35% more efficient in terms of my server rental cost. Mike saw the 'big picture' and was not only concerned with the 'bottom line' income I was giving to Hostidme. He saw my growth and understood the need for me to become more efficient. Yes, this would harm the income from me in the short term to Hostdime but he recognized that in the medium to long term this would greatly benefit Hostdime as I would remain loyal.

Mike emailed me a few days ago and asked me to write him a letter of recommendation. If you require this on my Headed Notepaper to be mailed to you please allow 7 days for it to cross the Atlantic and just ask. My contact details are at the bottom of this letter and I would invite you to contact me at any time if you have any more questions about how Mike worked with me during his time at Hostdime.

Sincerely

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