



MEDIA TEMPLE CASE STUDY

Board Rescue was looking for stellar customer support.

How Board Rescue Improves Children's Lives Through Skateboarding

Board Rescue is a 501(c)(3) public benefit nonprofit corporation that provides skateboards and safety equipment to organizations working with underprivileged, at-risk and special needs children in the United States. Since its inception in 2008, Board Rescue has allowed thousands of children across the country to enjoy skateboarding and have fun while exercising.

Having a high performing web host is key to Board Rescue's success, as their website is the main portal for the donations on which they rely. Downtimes and slow page loads are not an option for the volunteer team, who can't afford to spend time trying to figure out hosting problems instead of fulfilling their mission. Board Rescue was having several issues with their former host provider, with the lack of quality customer service being the most critical. They were also very frustrated with their hosted email program, which was anything but reliable. Because email is Board Rescue's primary communication tool with donors and donees, this could have negatively impacted the nonprofit's short- and long-term growth.

mediatemple.net



Location: Palo Alto, CA

Website: boardrescue.org

(mt) customer since: 2014

(mt) plan: WordPress Hosting



(mt)

The (mt) Solution

Board Rescue's webmaster surveyed his web developer friends, who came up with a list of several web hosts. After careful review, the Board Rescue team chose Media Temple, and they were set up with a Premium WordPress Hosting account in June 2014.

What Happened Next

Board Rescue quickly noticed that all the pages on their site have been loading significantly faster. They are also enjoying the integrated email functionality, which they find much easier to use than what their former web host offered. In addition, they were able to leverage Media Temple's Knowledge Base (KB) to quickly set up mail using IMAP.



“I started an online chat with Media Temple, then had a quick call with them and, five minutes later, I had a new account set up. Having a live customer support agent to talk to made our site move simple and easy – just the way it should be.”

– Gary Holl, Board Rescue President/Founder



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