

# Duo in Combell's Private Cloud: "Hosting problems. Never again!"

Duo is among the Belgian top ten web agencies. The agency has been developing creative projects since 1996 for both large and small national and international companies. In recent years, the focus has been increasingly placed on digital campaigns. Mathieu Cardinael: "The creative possibilities of online communication are almost endless. And we do not have to worry about the technical backbone – Combell does that for us."



Duo and Combell have been working together since 2010. In the past fourteen years, Duo has been taking care of the entire IT infrastructure in house.

Cardinael: "We started with simple Internet connections and fibreglass cables to servers located in our own offices. Hosting services have always been part of our total package for customers. So, we also did everything ourselves. After that, we

switched to hosting in data centres. But we were still using our own servers and taking care of their configurations ourselves. Until a little more than two years ago, when we decided that these activities would no longer be part of our core business. Then, we started looking for a hosting partner."

## Combell as a consultant

Combell designed a complex Private Cloud for Duo, completely customised. It includes several separate virtual ESX servers and two physical servers with load balancers to distribute the traffic. All the data are stored on an SAN system. Such a Storage Area Network makes storage much more secure and efficient. The data are no longer stored on physical or virtual servers, but on a separate redundant machine. This machine can be accessed at any time by all the servers, so that all the information is updated everywhere and simultaneously.

## DUO's ISSUE

- Powerful hosting for business-critical web applications
- Scalable infrastructure to enable future growth
- Technical advice and consultancy
- Efficient support and strict SLAs

## Combell's SOLUTION

Private Cloud platform with multiple physical servers on which traffic is distributed by a load balancer. In addition, there are several virtual servers for hosting various web projects. Permanent back-up and storage on a Storage Area Network. Full redundancy of the infrastructure and 24/7 support.

## COMBELL'S ASSETS according to Duo

Specialists who proactively think along with their customers about everything associated with hosting. Advice on storage, performance and scalability. Very nice and personal contact with the team.

The screenshot shows the Duo website with a navigation menu (HOME, OVER ONS, WAT WIJ DOEN, PROJECTEN, JOBS, CONTACT) and a search bar. The main content area features a hero image of a person with glowing lines and the text 'Design & Development - Creating websites and internet applications since 1996'. Below this is a section titled 'Professioneel webdesign' with a description of Duo's services and a search bar. The search bar includes a 'Zoek' field, a 'GA' button, and a 'Login extranet' section with fields for 'Gebruikersnaam' and 'Paswoord'.

“Combelle presented us with a Private Cloud based on our requirements. This proactive attitude inspires confidence.”

Cardinael: “Combelle’s solution strongly differs from what we had in mind when we started discussing with them. We had a clear list of requirements for our hosting partner. Combelle studied it thoroughly, but did not show any interest in the solution that we designed based on that list. They thought it was not satisfactory and completely unsuitable for our plans for the future. On the other hand, Combelle’s hosting specialists designed an infrastructure themselves. Of course, this new infrastructure also perfectly fitted our requirements, but it was much more solid and flexible, and offered better security. It is exactly that proactive approach of our project that cleared all our doubts.”



“Another benefit of this Private Cloud is the speed with which Combelle can meet new demands from our customers. If we want a new website to be online for a campaign of one of our customers or if we are dealing with much more traffic than expected, changes are made very quickly. This is pretty handy!”

#### Strict SLA

“Duo is a web agency, not a hosting company. But our customers do expect us to offer them a total package. And, of course, they expect the same high service level for all elements, including hosting. That is why we chose Combelle’s strictest SLA. Because speed is crucial to us. Campaigns often last for just a few days or weeks. In this context, a couple of hours of downtime is a real disaster.”

“Combelle’s SLA goes even further than we expected. The specified timeframes are recovery times, not reaction times. This means that every single little problem is always solved as soon as possible. Even in the middle of the night.”

#### Less IT in house

“Before collaborating with Combelle, Duo employed several network managers. They spent almost all their time configuring and monitoring our servers. Today, most of these tasks are taken care of by Combelle, and we managed to retrain these colleagues who have now become Devops – key people between system managers and programmers. In this role, they are even more useful.”

## DUO'S IDENTIKIT

Duo has been building websites and web applications for over 15 years for both national and international customers. Based on an in-depth analysis of the real needs of its customers, the agency designs creative and effective web projects with a strong focus on online communication.

Duo has an impressive customer portfolio, which includes names such as Callebaut, TGV, Beaulieu Real, Vandemoortele and Simyo. For further details, please visit [www.duo.be](http://www.duo.be).

“We chose Combelle’s most advanced SLA. Speed is crucial to us and, this way, we can be sure that our customers’ web projects benefit from maximum uptime.”

“Since we switched to Combelle, our system managers can take care of other tasks.”

More info about this solution?  
Contact one of our account managers on  
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