

2014

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Solutions

A division of OCRgroup



[HOSTKING VPS TEST RESULTS]

This document contains the VPS benchmarking results for Hostking as performed by Ockham's Razor Sysadmin's on the dates listed.

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1. Foreword:

1. Results for Hostking can at this stage not be supplied as they opted out of the testing.
2. However this document serves a validation that Hostking has and will soon in future undertake the testing facilities.
3. During collision testing, the team encountered resource starvation on many levels, processing, threadhanding, I/O. These were all addressed and the respective performance increased—however due to the nature of the tests, the load averages seen were merely the tip of the iceberg.
4. It is however to be noted that Hostking has the needed infrastructure to host a robust and stable VPS environment. We have informed them of this and they are currently researching technologies geared towards addressing the concerns we have raised.
5. As it stands, our recommendation for clients wishing to use their VPS services should at this current time not exceed the requirements of SME models.

Impromptu Results for VPS Testing:

2. Packages

vCPU	Memory	Disk Space	Bandwidth	Price
1	1 GB	25 GB	50GB	R 199,00
2	2 GB	50 GB	100GB	R 499,00
4	4 GB	100 GB	200GB	R 699,00

3. Support:

1. Our support experience from Hostking was relatively on par with what is to be expected of a service provider.
2. During times where we raised alarm bells, Hostking immediately addressed them or advised us during the course of their reviews/resolve.
3. They have a constant feedback attitude that certainly places a sense of urgency/priority to a query.
4. NB** It is to be noted that Aziz Arnold has had more than a decade of customer service experience—thus a level of satisfaction is to be expected.

4. 20 Questions:

1. What tier ISP is Hostking?

Tier 3

2. What level of HA is implemented at your Data Centre?

100% uptime for last 3 years. Excludes Scheduled Maintenance.

3. What has been the longest downtime experience within your VPS Cloud and how was this resolved?

Never had such occurrence as yet. We did experience something last week for a few minutes when OCR did some stress testing on server, but that was it. This however is a new service.

4. How many Hypervisors are used by Hostking?

Currently 2. We are looking into launching a new one soon for Windows Servers.

5. How successful is your backup system?

We backup each day - 1 backup for 7 days on a secondary disk for quick restores as well as on a separate backup server.

6. How secure is client data on your Public VPS Cloud?

We secure the Host as much as we can with firewalls (CSF) and Fortigate. We cannot guarantee security within any VM though - we provide guidance if required.

7. What prevention systems are in place to protect clients from (D)DOS attacks?

We have software firewalls and Traffic Filtering equipment in the Data Center.

8. How are incidents within the VPS Cloud prioritized?

We try and treat every incident as high priority as it may differ from us to the client. We however will prioritize major server related outages higher than incidents within a single VM.

9. How many "able-to-resolve" VPS queries employees are at Hostking?

Currently we have 3 experienced support agents and hopefully growing to more soon as we are growing rapidly.

10. Would Hostking be willing to provide a vague layout/blueprint for their VPS cloud for the sake of transparency?

SuperMicro Servers X9s, Raid 5, E3, Hardware Raid with Backup, Private network for backups and Public for Client VPS.

5. Conclusion:

1. It would be an absolute insult to draw any conclusions—given that Hostking has taken our feedback and is actively seeking to improve their services.
2. Given the outcome of testing, Hostking advised us to cease all testing until they have completed the deployment of their new platform—which they will gladly notify us about.
3. We look forward to seeing them back in our VPS gauntlet.

The O.R. Team.