



Running Against the Web Hosting Outsourcing Trend

8 to Infinity Pte Ltd, September 11, 2005

URL: <http://www.pr9.net/comp/internet/2490september.html>

Singapore Internet Web Hosting Provider 8 to Infinity Pte Ltd (www.8.to) enlarges their in house support team.

The current trend of the web hosting industry is to outsource their technical support requirements to third world countries where costs are more economical.

PR9.NET September 11, 2005 - 8 to Infinity is doing the reverse of the outsourcing trend by hiring more in house support staff to enhance support for its estimated 50 000 users. The support staff are given On Job Training as well as being send for various professional certification courses to enhance their service levels and provide more varied support for their clients.

"Hiring local support staff can sometimes cost more than 10 times the cost of outsourcing technical support requirements. But to 8 to Infinity, we consider our main assets to be our staff. Improvement in efficiency due to local support far outweighs the increase in costs." says Lim Boon Chuan, Chief Technical Officer of 8 to Infinity.

The company plans to continue expanding their local technical support staff against the current market trend as they feel that the higher efficiencies and also better security control over their servers is of paramount considerations. Having out sourced technical support would meant that technicians from third world countries are allowed access to 8 to Infinity servers which is not a comforting idea for most of their users.

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About 8 to Infinity Pte Ltd

8 to Infinity provides Singapore, Hong Kong and USA Web hosting for users throughout the world. We have Linux, Unix and Windows 2003 virtual and dedicated servers and have been hosting since 1997!

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