



## INDUSTRY

Online payments

## PRODUCTS

Dedicated, PCI Compliance

## PAIN POINTS

When Clear Payment Solutions added 20,000 new users in one week to its ClearGIVE donation platform, the company knew it needed to migrate to hosting that could keep up.

## HOW LIQUID WEB HELPED

Liquid Web delivered PCI-compliant, enterprise-grade dedicated hosting engineered to reliably meet customers' payment processing needs and support company growth in the future.

The Most Helpful Humans in Hosting™ ensured the Clear Payment team had the information and expert guidance they needed, day and night, to make the migration process clear and successful.



## “A tremendous knowledge base”

### Liquid Web Helps ClearGIVE Handle 20,000 New Users and Future Growth

Scott Leechin is Director of Technology at Clear Payment Solutions. Based in sunny Jacksonville, Florida, Clear Payment Solutions specializes in credit card, ACH, online payment and electronic bill payment.

The Clear Payment team built the ClearGIVE PCI-Compliant processor as an online donation platform for churches and nonprofits. Scott enjoys the satisfaction of being part of a family that helps others in accepting donations.

“We help churches and nonprofits to process payments, to do a customer database, take donations and even do event registration,” he explained. “We try to make everything powerful, affordable and easy to use. The easier it is to use, the more people you reach.”

Like many companies in the online payments industry, it took some work to get to the smooth flowing platform of today. Scott credits his skill at learning new things as the top reason he has been able to run ClearGIVE smoothly.”

Two years ago ClearGIVE was only using one server,” Scott recalled, thinking of ClearGIVE’s early growing pains. “We were starting to notice that latency was picking up at certain hours. During peak hours, when you’re running one server and you have thousands and thousands of people on the website, it can slow it down. You would have a few thousand transactions at once and it would slow the website’s response. We knew we had to increase our capabilities to handle more bandwidth.”



Switching over to two servers with Liquid Web made it easier to allow for more growth. Over two years we’ve had almost no downtime. I would definitely recommend Liquid Web because you get superb support all the time. Every experience that I’ve had with them has just been phenomenal.

- Scott Leechin, Director of Technology

## Traffic Growth and Sales Demand More PCI-Compliant Server Capacity

Then, the ClearGIVE sales people brought in about 20 deals for new churches and new non-profits to use their service – all in one week.

“We knew we had to expand,” explained Scott. “With 20 churches and nonprofits and their hundreds of users coming online that week, that translates into possibly 20,000 new users hitting our servers at once. We had to act proactively before it got really bad.”

## Pressured to Find the Server Solution

Under the pressure of a growing business, Scott started researching solutions and soon found that Liquid Web offered the perfect solution.

“I write code, I don’t do server maintenance – but I was pushed into server maintenance,” he said. “With this job I had to learn a few things. We were already working with Liquid Web and their support has been phenomenal for us. Any time of day, everyone has been pleasant to work with, helpful and very honorable. Every time I have a random question they would explain everything, and it’s just a tremendous knowledge base. They will help out at a moment’s notice.”

## The Day for the Migration Arrives

Scott explained the work leading up to the actual migration: “It was 2 to 3 months before we switched to use two servers and added a load-balancing node and a second database. We had a mass update in our whole online software so a lot of the grunt work was also done by our developers. They pushed a lot of updates while we had that maintenance window. We actually had both old and new servers running live for about two weeks and then one night we switched over. It was actually rather smooth.”



## Ready for Future Online Payment Growth

“We have not had an issue since and it’s been a little over a year now. We have not been experiencing the latency issues. We’re thinking about expanding it to another server but we’re just monitoring it now to see the demand,” said Scott.

Recently another networking update was needed. In the online payment world, most companies are moving away from the Transport Layer Security 1.1 to TLS 1.2.

Scott said, “We had to proactively switch everything over to version 1.2 of Transport Layer Security. I called them, they took care of the switch and then everything was good. That was the easiest support call I’ve ever had for a change that might have shut down all donation processing for us.”

## The Pay Off

Scott sums up the whole ClearGIVE experience this way: “Switching over to two servers with Liquid Web has really made it easier to allow for more growth. Over two years we’ve had almost no downtime. I would definitely recommend Liquid Web because you get superb support all the time. Calling them is quick and they’re all very knowledgeable. They’ve just been a great help along our way. They’ve helped us increase our ability to take on more volume in our business. We’ve grown about 50% to 75% larger than we were when we only had one server. Every experience that I’ve had with them has just been phenomenal.”

### ABOUT LIQUID WEB

Liquid Web powers content, commerce and potential for SMB entrepreneurs and the designers, developers and digital agencies who create for them. An industry leader in managed hosting and cloud services, Liquid Web is known for its high-performance services and exceptional customer support.

With over 30,000 customers spanning 150 countries, Liquid Web owns and manages its own core data centers and provides a wide portfolio of offerings spanning from bare metal servers and fully managed hosting to Managed WordPress and Managed WooCommerce Hosting. The Most Helpful Humans in Hosting™, Liquid Web earns the industry’s highest customer loyalty and has been recognized among INC Magazine’s 5,000 Fastest Growing Companies for eleven years.

\*2017 NPS score of 66%

