

WEB HOSTING

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The Magazine for Web Hosting Executives



Superb Internet

In the land of the lukewarm, one host burns consistently hot: Superb Internet. This outfit blew away the competition in multifarious hosting genres: shared, dedicated or reseller.

You want numbers? Superb's overall score was 90.5 out of a possible 130 ... the highest earned by any host. Even IBM managed only 88, while Digex got 85.5. Superb also came out way on top among our industry confidants.

There's no question what the driving force behind Superb is: it's president and CEO Haralds Jass all the way. Sharp, shrewd and conscientious, he makes a tough-to-match example for the rest of us.



(From left to right)
 Corey Domenichini — Dedicated Services Coordinator
 Haralds Jass — CEO/Founder/President
 Curtis R. Curtis — VP of Marketing
 Lu Vo — VP of Technology
 Ken Nunes — Dedicated Services Coordinator

FINANCIALS:

16 out of 20. Jass says he's made it a mission to stay financially solid, with no debts and — at last report — a \$500,000 cushion in the bank. "We've been always fully self-financed, and we grow as fast as we can finance ourselves to, always keeping a nice layer of fat, i.e., money, in the bank for a rainy day," he says.

BREADTH OF OFFERINGS:

17.5 out of 20. Superb's services range from plain and simple shared hosting to dedicated and managed servers, including a unique "Superb Power Server" private server offering for resellers. Jass adds: "We are often first to market with new services and features, leading rather than following." Superb's web site also features a cool option: online support in French, Arabic, Latvian and Portuguese.

HEALTH AND GROWTH:

17 out of 20. Superb hasn't skyrocketed as quickly as some companies, but its growth has always been well managed and financially savvy. We know more than a few hosting execs who'd hawk their souls on eBay to top 50,000 sites in five years.

GUNG-HO QUALITY:

19 out of 20. There's a reason Jass won our Editor's Choice award earlier this year for "Most Conscientious Web Hosting Citizen." Besides being a hands-on host, he's got rich insights into every aspect of the business — and readily shares those thoughts with anyone who asks.

REPUTATION:

Positive. Check out almost any web hosting site or publication, and you're sure to find an award with Superb's name on it. Superb also regularly earns more thumbs-ups than raspberries among customers, especially resellers.

VITAL STATS

HQ:

Washington, D.C.

DATE FOUNDED:

July 1996

COST OF BASIC SHARED PLAN:

\$3

COST OF BASIC DEDICATED PLAN:

\$140

NUMBER OF UNIQUE CUSTOMERS:

About 4,000, counting resellers

NUMBER OF SITES HOSTED:

"Depends on how you count it," Jass says. "A very conservative estimate would be about 25,000, but about 50,000-plus is more like it."

NUMBER OF DATA CENTERS:

2 (Washington, D.C.; Vancouver, British Columbia)

DATA CENTER SQUARE FEET:

About 3,000

NUMBER OF SERVERS:

About 550

NUMBER OF EMPLOYEES:

27

NUMBER OF ENGINEERS:

15

MOST RECENT ANNUAL REVENUES:

Not Disclosed

MOST RECENT ANNUAL PROFITS:

Not Disclosed

MOST RECENT QUARTER SALES:

Not Disclosed

UPTIME GUARANTEE:

100 percent

OTHER:

Toll-free, 24/7 support; site administration tool for most customers; first week of "intensive support and hand-holding for dedicated clients" at no extra charge; private server service for resellers with migration to higher service levels and dedicated servers; free CDN services for colo and dedicated customers.