



SITEHOST

# Why SiteHost

Silverstripe Website Hosting for  
NZ Government Agencies

The screenshot displays the SiteHost control panel interface. On the left, a sidebar lists navigation options: Domains, DNS Zones, Servers, Containers, SSH Keys, Monitoring, Bandwidth, API, Billing, Account, and Support Centre. The main content area is divided into several sections:

- Container Images:** A list of pre-configured images including Nginx + PHP 8.1, Nginx + Puma + Ruby, Wordpress + PHP 8.0, Elasticsearch 8, Apache + PHP 8.1, NodeJS 16, Redis 6, and MongoDB 4.2.
- Containers:** A section for managing web and application containers. It includes:
  - Web Containers:** Two entries for 'store.example.com' and 'blog.example.nz', both using Nginx + PHP configurations.
  - Application Containers:** Two entries for 'wp.example.com' and 'wp.exampleblog.nz', both using WordPress + PHP configurations.
  - Integrated Containers:** One entry for 'MySQL 5.7'.

At the bottom of the interface, there is a row of application icons including Silverstripe, PHP, Node.js, WordPress, Docker, and others.

## Experience

- 20+ years in business
- 30,000+ website hosted
- 2,000+ customers
- 100s of Silverstripe websites
- 30+ Government websites

## Trust

- 4.9/5 on Trustpilot
- 4.7/5 on Google reviews
- 97% customer satisfaction rate
- 24/7 expert support
- 100% New Zealand owned
- Pae Hokohoko Marketplace** member

## Performance

- Modern hardware
- 99.9% uptime guarantee
- 24/7 managed services

If you build Silverstripe websites for New Zealand Government agencies, discover the difference that hosting specialists make. Proactive performance monitoring, incredibly high levels of uptime, open communication, and a 24/7 Support Team that responds in minutes rather than hours or days. The care and attention that you and your websites deserve, expertly delivered.

Our Pae Hokohoko Marketplace membership details are available upon request.

## Service and support

The effort, care and attention that you receive from our team, all day every day, sets us apart. Our incident monitoring and response often solves issues before clients have realised. When you do contact us, our Support Team is always fast to respond to tickets, even overnight and on weekends. There is an engineer available at all hours.

You and your clients care deeply about the websites that you build and support. We understand how crucial the digital face of any organisation is, and we care as much as you do.

## Cloud Containers and Premium Management

Pair our Cloud Container platform with Premium Management for fast, secure and compliant Silverstripe hosting. It's a cost-effective way to host any number of public sector sites.

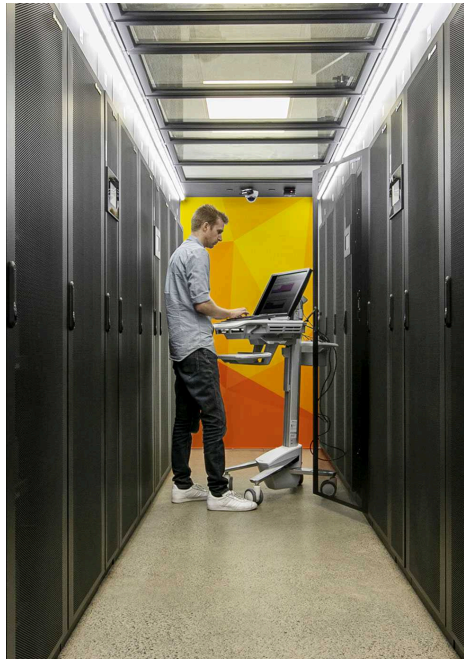
**Cloud Containers** make it easy to develop, monitor and manage any number of websites on a developer-focused platform. Flexibility is built in so you can control cron jobs and environment variables, access server logs, and run fully independent environments. It's quick to add or scale servers and containers, filter detailed monitoring data, restore backups, and create development instances by cloning containers.

**Premium Management** adds our highest level of service. We take care of performance enhancements, monitoring and incident response, security and patching. With a tailored SLA, priority support access and half-yearly review and planning meetings you will always know that your hosting and infrastructure are professionally managed by an expert team.

## Personalised onboarding

Great hosting depends on great relationships, so we work closely with every new customer. Your onboarding is typically overseen by a project manager, and includes:

- Meetings to define your technical requirements and scope suitable hosting.
- Proposal and indicative pricing.
- Migration and go-live planning, aligned to your requirements.
- Advice on caching and performance tuning.
- User acceptance testing in a non-live environment.
- Implementation of a WAF.
- Penetration testing workshops.
- Security and compliance activities, including the Cloud Risk Assessment Tool.
- Setting acceptable minimums for backup and log retention.
- Hardening and verifying server configurations.
- Assistance during go-live activities.
- Monitoring and tuning after go-live.



## Security and compliance

We have met a wide range of security and compliance requirements for customers, and we're ready to work with you and your clients too.

### **Cloud Risk Assessment Tool**

We already have all the data and answers that the Cloud Risk Assessment Tool requires for Silverstripe on SiteHost Cloud Containers, which comfortably passes this assessment.

### **NZ Information Security Manual**

We have worked with multiple Government agencies to ensure compliance with the NZISM. We meet or exceed the standards required of physical data centre environments, personnel security, and vendor-specific security processes and controls.

### **ISO 27001 and AS/NZS ISO/IEC 27002**

We maintain ISO/IEC 27001:2013 Certification. This involves a periodic system audit and process review to ensure ongoing compliance with the standard and our security policy.

ISO/IEC 27002 complements ISO 27001 with implementation guidance.





## New Zealand and international locations

Hosting on New Zealand soil can bring important data sovereignty benefits. Even if it's not an absolute requirement, storing and processing data locally can also be a pillar of responsible data stewardship. We own and run a data centre in Auckland, and operate out of two other data centre locations in Auckland city.

### AKL01 data centre (Auckland)

- Earthquake-ready with a building code compliance rating of 274%.
- 27m above sea level, at a safe distance from flood plains.
- Secured by regular guard patrols, active monitoring, CCTV, and biometric scanners.
- Multiple power supplies and cooling systems to ensure redundancy.
- Purpose-built, power-efficient cooling technology.
- Power sources include 384 solar panels.

### AKL02 and AKL03 data centres (Auckland)

- Operated by 2degrees and PlanB respectively.
- Diverse connectivity to SiteHost core network.
- Secured by regular guard patrols, active monitoring, CCTV, and biometric scanners.
- Multiple power supplies and cooling systems to ensure redundancy.
- Close physical proximity to Southern Cross submarine cable landing station (AKL02).

### International locations

It's also possible to set up dual-region hosting for redundancy. Our international locations include Sydney, London, Frankfurt, Tokyo, and California.

## Some of our current Silverstripe and Government customers

### Central Station, Wellington

Advice for Government clients: “The top of the list will be support. If we can get a quick response on something that’s causing downtime, that dramatically reduces downtime. Monitoring as well. We rely on the hosting provider for monitoring outside of work hours. That’s quite essential.”

On SiteHost Cloud Containers: “What we like about SiteHost is having full control of Cloud Containers and direct access to code. Ultimately we have more control over what we have on SiteHost compared to other hosting providers. You guys actually listen to feedback, too. We see that you are always trying to improve.”

On support: “Some others feel a little understaffed, because response times aren’t great on support tickets. You’re much more responsive.”



Carey Liu, Lead Developer

On the way we work with you: “SiteHost people turn up and meet us, so we know your faces and names. There are people behind the company, and it feels like it's a relationship and a partnership.”



Josh Lock, Managing Director

### Voyage, Christchurch

On the launch of covid19.govt.nz: “We got a call at 5 or 6pm at night, ‘can you have a website running this time tomorrow night?’ So, what do I know that’s easy? Cloud Containers.”

Advice for Government clients: “Don’t go against the grain. Finding a reputable hosting provider is going to be important. Talking with clients, we’ll explain that Silverstripe in Cloud Containers is already proven.”



Ryan O'Hara, Director

## Ministry of Health

Since 2024 health.govt.nz has been hosted on SiteHost Cloud Containers. The high-availability solution runs across NZ and Australian locations and is integrated with Cloudflare. As well as meeting availability requirements we also worked through a number of compliance concerns with the Ministry and their web development agency, Sparks Interactive.

Government customer references are available on request.

## Department of Internal Affairs - beehive.govt.nz

“The official website of the New Zealand Government”, beehive.govt.nz, went live on SiteHost Cloud Containers in 2022. Working with stakeholders including the DIA and Parliamentary Services we created a highly available architecture hosted entirely within New Zealand. Today the website contains tens of thousands of press releases, speeches and more, spanning from 1995 to the latest Government announcements.

## Ministry of Education - Te Kaiti Ipurangi (tki.org.nz)

We were chosen when it was time to modernise the infrastructure under New Zealand's bilingual education portal, TKI. This bespoke redeployment spans two local data centres with a disaster recovery facility in place. Achieved without needing to rebuild dozens of websites, this ensured high availability for an important educational resource and also lowered the Ministry's overall cost of ownership.

## Get in touch today

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