10 Must-Ask Questions Before Choosing a Hosting Partner

Find a hosting provider that delivers speed, security, and support for small business growth.

Introduction

Looking for the right hosting partner to help your small business thrive online? Asking the right questions upfront helps you avoid hidden costs, prevent downtime, and ensure your site is built to grow.

When you're evaluating your options, ask each of the providers you're considering the following questions to ensure you're getting the most out of your partnership.

1. What technologies do you use to ensure fast load times? (CDNs, server-side caching, localized servers, etc.)

2. What level of uptime do you guarantee? Do you provide a service level agreement (SLA)?

3. What security certifications do you hold?

4. What is included in my base plan, and which features cost extra? (SSL, CDN, backups, site monitoring, etc.)

5. Do you monitor sites for security threats? How?

6. Do you help with site maintenance or updates, or does your support only extend to server-related issues?

7. Do you have 24/7/365 support available? Can that support team help diagnose CMS-specific issues?

8. What developer tools or integrations do you offer to help me customize and manage my site?

9. As my business grows, what is the process of scaling up resources for additional storage, traffic increases, etc? What happens if my site experiences a sudden traffic spike?

10. Can you provide case studies or testimonials from other small businesses that use your hosting?

Get started

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