

# Clear Payments

Nexcess helps ClearGIVE handle 20,000 new users and future growth



# Customer snapshot

Based in Jacksonville, Florida, Clear Payments specializes in credit card processing, ACH payments, online payments, and electronic bill payment.

The company's team built the ClearGIVE PCI compliant processor as an online donation platform for churches and nonprofits.

“We help churches and nonprofits to process payments, to do a customer database, take donations, and even do event registration,” says Scott Leechin, Director of Technology at Clear Payments.

“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 reliable platform they operate today.

Prior to partnering with Nexcess, ClearGIVE used only one server, Leechin recalled, reflecting on the company's early growing pains.

“We were starting to notice that latency was picking up at certain hours,” he says. “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.”



## INDUSTRY

Online payments

## PRODUCTS

Dedicated, PCI compliance

## PAIN POINTS

When Clear Payments 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.

# Rising traffic and sales require PCI compliant capacity

Then, the ClearGIVE sales people brought in about 20 deals for new churches and new nonprofits to use their service, all in one week. “We knew we had to expand,” Leechin says. “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.”

## Pressure to find the right solution

As the business grew, Leechin began researching server solutions. “I write code; I don’t do server maintenance, but I was pushed into server maintenance,” he says. “With this job, I had to learn a few things. We were already working with Nexcess, 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 explain everything, and it’s just a tremendous knowledge base. They will help out at a moment’s notice.”

## The day everything moved

Leechin described the work leading up to the actual migration: “It was two to three months before we switched to two servers and added a load-balancing node and a second database. We also had a major update to our online software, with a lot of the grunt work handled by our developers.”

“They pushed a lot of updates during that maintenance window,” he continues. “We actually had both old and new servers running live for about two weeks, then one night we switched over. It was actually rather smooth.”

## Ready for growth

Since the migration, there have been no latency issues, and Leechin says his team is considering adding another server. In the meantime, they are monitoring demand.

Recently, another network update was required as most online payment companies move from Transport Layer Security (TLS) 1.1 to TLS 1.2.

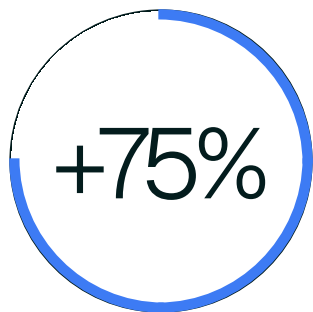


“We had to switch everything to Transport Layer Security 1.2. They took care of the switch, and everything just worked. That was the easiest support call I’ve ever had.”

# The pay-off

Leechin sums up the ClearGIVE experience this way: “Switching to two servers with Nexcess has made growing easier. Over the past two years, we’ve had almost no downtime. I would definitely recommend Nexcess. You get superb support.

“Calling them is quick, and the team is very knowledgeable. They’ve been a great help along the way, increasing our ability to handle more volume as we’ve grown. We’re about 50% to 75% larger than we were with just one server. Every experience I’ve had with them has been phenomenal.”



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**Scott Leechin**, Director of Technology



# About Nexcess

Nexcess powers content, commerce, and growth for small and midsize businesses, and the designers, developers, and digital agencies that support them. A leader in managed hosting and cloud services, Nexcess is known for high-performance products and responsive, expert support.

Serving more than 30,000 customers across 150 countries, Nexcess owns and operates its core data centers and offers solutions ranging from bare metal servers to fully managed WordPress and WooCommerce hosting. The company has earned some of the highest customer loyalty in the industry and has been named to Inc. Magazine's Inc. 5,000 list for 11 years.

