

StratEdge Consulting Ltd

...giving you a strategic edge...

Best Web **HOSTING** Companies



**StratEdge
Consulting**

GIVING YOU A STRATEGIC EDGE

TOP 10 WEB HOSTING SERVICE PROVIDERS IN
KENYA 2024

NOVEMBER | 2023

TABLE OF CONTENTS

ACRONYMS	3
EXECUTIVE SUMMARY	4
OBJECTIVES	4
BENEFITS OF WEB HOSTING SERVICES	5
METHODOLOGY	7
WEB HOSTING SERVICE PROVIDERS IN KENYA	8
WEBHOST KINGS KENYA	8
KENYA WEBSITE EXPERTS	10
SASAHOST LIMITED	12
EAC DIRECTORY/HOSTAFRICA	13
WEBHOST KENYA	15
SINO SOFT	17
HOSTPOA	20
TRUEHOST KENYA	21
HOST PINNACLE KENYA	24
WEBSCREATIONS DESIGN	26
MAMBO MICROSYSTEMS LTD	27
HOSTNALI	29
SKYHOST KENYA	30
WEBCOM KENYA	32
DIGITAL WEBFRAME SOLUTIONS	33
SAFARICOM	35
GRADING CRITERIA	36
OVERALL GRADING	39
CONCLUSION	41
RECOMMENDATIONS	42
REFERENCES	43

ACRONYMS

SR.NO	ACRONYM	FULL MEANING
1.	SMEs	Small and Medium Enterprises
2.	FTP	File Transfer Protocol
3.	DDoS	Distributed Denial of Service
4.	WHM	Web Host Manager
5.	SEO	Search Engine Optimization
6.	SEM	Search Engine Marketing
7.	KeNIC	Kenya Network Information Center
8.	VPS	Virtual Private Server
9.	VPI	Very Important Person
10.	SSD	Solid State Drives
11.	ASP	Application Service Provider
12.	NET	Network
13.	SSL	Secure Socket Layer
14.	CA	Communications Authority
15.	TLDs	Top Level Domains
16.	gTLDs	Generic Top Level Domains
17.	ccTLDs	Country Code Top Level Domains
18.	KVM	Keyboard, Video and Mouse
19.	API	Application Programming Interface
20.	ICT	Information Communication Technology
21.	CPU	Central Processing Unit
22.	CMS	Content Management Systems
23.	RAM	Random Access Memory
24.	SMS	Short Message Service

EXECUTIVE SUMMARY

This report provides an overview of web hosting providers in Kenya, who have been graded to identify the top 10 using a methodology that would not really differ from what most users would use for the same purpose of choosing a hosting provider in 2024. The methodology used in this article included; flexibility, managed services, web page load speed, customer support, website user-friendliness, user reviews, web design support, discounts offered, SSL certificate provision, disk space allocation, bandwidth transfer, domains per hosting package, number of email accounts, number of FTP accounts, number of databases, DDoS protection, SEO and marketing tools, WHM/C-Panel availability, and free domain names.

The report explores the specifics of several Kenyan web hosting service providers, providing readers with an in-depth understanding of each. The web hosting providers considered included; TrueHost, HostPinnacle, Kenya Website Experts, Sasa Host, Safaricom, Hostnali, Webhost Kings Kenya, Webcom Kenya, Webcreations Design, EAC Directory/HostAfrica, Sino Host, Mambo Microsystems, Host Poa, Skyhost, Digital Webframes Solutions, and Web Host Kenya.

At the end, we reveal the top 10 web hosting service providers in Kenya as an outcome of our grading criteria.

OBJECTIVES

1. To provide readers with comprehensive insights into the web hosting landscape in Kenya and eventually evaluating and ranking the top 10 web hosting companies as of November 2023.
2. To highlight the best practices and standards observed by leading web hosting businesses in Kenya to build an industry benchmark.

3. To enhance market transparency, by shedding light on the strengths and weaknesses of leading web hosting providers, enabling users to make informed decisions aligned with their specific hosting needs.

BENEFITS OF WEB HOSTING SERVICES

Imagine a bustling city in the digital world, where local businesses and the government share a common ground – web hosting services. For both the government and the business sector, it's like having a crucial ally in the tech realm.

1. This digital ally contributes to the growth of our nation's digital economy. It's not just about flashy websites; it's about creating jobs for our people. From tech wizards to managerial maestros, the web hosting industry becomes a job creator, boosting our economy and supporting families.
2. And oh, the tax revenue it brings! More funds for schools, hospitals, and infrastructure projects. It isn't just high-tech; it's also a financial partner.
3. But it's not all about numbers; it's about progress. Hosting services encourage us to embrace cutting-edge technologies, propelling our nation into a future of innovation and competitiveness. Our local tech scene thrives, thanks web hosting.
4. Speaking of security, it helps the government ensure that our data is safe and sound. It plays a role in national cybersecurity, protecting us from the ever-evolving threats lurking in the digital shadows.
5. Now, let's shift the spotlight to the business sector. Imagine having a friend who makes your website load at lightning speed for your

customers. Local hosting does just that, providing a seamless experience for users right here in our backyard.

6. And the magic doesn't stop there – it boosts your website's search engine ranking. It's like having your shop on the busiest street in town, where everyone can easily find you.
7. Speed isn't the only perk. Local hosting means less waiting time for communication between your website and your customers. It's like having a direct line that connects you instantly, perfect for businesses that rely on real-time interactions.
8. Remember those times you struggled with customer support from an overseas company? With local hosting, that's a thing of the past. You get support that understands the local market and its unique needs – a friend who speaks your language, figuratively and literally.
9. Compliance becomes a breeze too. Hosting within our borders means following our rules. It's like having an ally who ensures that everyone plays by the same fair and square digital rules.
10. But it's not just about businesses; it's about supporting our local entrepreneurs. Local hosting providers offer tailor-made solutions, contributing to the growth of our local business ecosystem. They become the backbone of our digital dreams.
11. And as a bonus, hosting locally gives you peace of mind. Your sensitive data stays within the country, guarded like a treasure, adding an extra layer of security to your digital assets.

In the grand scheme of things, the web hosting industry becomes an integral part of our journey toward a digital future. It attracts investments, fosters innovation, and contributes to the beating heart of our growing digital nation.

METHODOLOGY

The factors employed to discern, contrast and rank web hosting services presently utilised by businesses in Kenya are entailed as follows:

- Flexibility
- Managed service
- Web page load speed
- Customer support
- Website user-friendliness
- User reviews
- Web design support
- Discount offered
- SSL certificate Provision
- Disk Space allocation
- Bandwidth Transfer
- Domains per hosting package
- Number of email accounts
- Number of FTP accounts
- Number of databases
- DDoS protection
- SEO and Marketing Tools
- WHM/c-Panel
- Free Domain Names

WEB HOSTING SERVICE PROVIDERS IN KENYA

WebHost Kings Kenya	Sino Soft	Mambo Microsystems Ltd
Kenya Website Experts	HostPoa	Hostnali
SasaHost Limited	TrueHost Kenya	Skyhost Kenya
EAC Directory/HostAfrica	HostPinnacle Kenya	Webcom Kenya
Web Host Kenya	Webscreations Design	Digital Webframe Solutions
Safaricom		

WEBHOST KINGS KENYA

Website link: <https://webhostingkings.com/>

Web Host Kings is a prominent web hosting service provider based in Kenya, distinguished by its comprehensive suite of online and digital services. Renowned for its commitment to excellence, the company has emerged as a leading player in the Kenyan digital landscape. With a focus on delivering top-tier hosting solutions and a range of digital services, Web Host Kings stands as a reliable partner for individuals and companies seeking to establish and enhance their online presence.

The following are some of the services that Web Host Kings provides:

- **Web Hosting:** Web Host Kings provides robust and reliable web hosting services, offering businesses a secure and efficient platform to host their websites and applications.
- **SEO Services:** The company specialises in Search Engine Optimization (SEO) services, optimising websites to improve their visibility on search engines and drive organic traffic.
- **SEM (Search Engine Marketing):** Web Host Kings offers Search Engine Marketing services, utilising paid advertising strategies to enhance a website's visibility in search engine results.
- **E-Mail Marketing:** With a focus on targeted communication, the company provides E-Mail Marketing services to help clients reach their audience effectively through email campaigns.
- **Banner and Logo Development:** Web Host Kings offers creative design services, including the development of eye-catching banners and logos to enhance the visual identity of businesses.
- **Web Design:** The company specialises in creating visually appealing and functional websites tailored to meet the unique needs of clients.
- **Domains Digital Marketing:** Web Host Kings assists in managing and optimising domain names for effective digital marketing campaigns.
- **E-Commerce:** The company provides E-Commerce solutions, enabling businesses to establish and manage online stores for seamless digital transactions.
- **Reseller Hosting Services:** Web Host Kings offers reseller hosting services, allowing clients to sell hosting services under their brand while leveraging the infrastructure provided by the company.

- **Digital Branding Services:** The company focuses on enhancing digital brand presence through strategic branding initiatives, including online reputation management.
- **Digital Marketing Training Sessions:** Web Host Kings conducts training sessions for individuals and companies, imparting knowledge and skills in the field of digital marketing to empower businesses for online success.

KENYA WEBSITE EXPERTS

Website link: <https://kenyawebexperts.co.ke/>

Kenya Website Experts, Kenya's top web host, delivers reliable, secure, and affordable hosting. With a 99% satisfaction rate across 50,000 websites globally, licensed by KeNIC, their experienced team ensures prompt, accurate, and customer-focused support. Choose them for unmatched uptime, speed, and connectivity. Awarded by KeNIC, Kenya's No. #1 web hosting company has earned accolades in 2022, 2021, 2019, 2017, 2015, and 2014. Recognized as Kenya's Largest Registrar in 2021, they continue to be a trusted partner in the digital landscape. Let's break down the human side of what they bring to the table:

- **Basic Web Hosting:** For those stepping into the online arena, this service is like a friendly guide. It lays the groundwork, ensuring your website has a stable and welcoming home.
- **Business Web Hosting:** Tailored for the corporate players, this service goes beyond hosting—it's like a partner offering advanced features and room to grow. Perfect for businesses navigating the digital landscape.

- **Unmanaged VPS Servers:** For the tech-savvy folks craving control, these Virtual Private Servers are like a personalised haven. They offer dedicated resources, giving users the freedom to enhance performance and customise to their heart's content.
- **Unmanaged Dedicated Servers:** Crafted for the big players, these servers provide an exclusive space for optimal performance. It's like having your own VIP section, ensuring top-notch service for high-traffic websites and complex applications.
- **Cloud SSD Web Hosting:** Think of this service as your website's superhero, leveraging cloud technology and Solid State Drives (SSD) for enhanced speed, reliability, and scalability. It's like giving your website a turbo boost.
- **Google Workspace:** More than just tools, it's like having a virtual office. Google Workspace fosters seamless collaboration and communication—imagine Gmail, Google Drive, and Google Meet working together to make your work life easier.
- **Windows ASP .NET Hosting:** Tailored for those navigating the Microsoft landscape, this service ensures compatibility and optimal performance for websites developed on Windows-based technologies. It's like having a tech-savvy friend who speaks the same language.
- **Secure SSL Certificates:** Ensuring your online space is as secure as Fort Knox, SSL certificates encrypt communication, building trust and safeguarding sensitive information. It's like having a personal guard for your digital fortress.

In the realm of diverse needs, Kenya Website Experts becomes a digital ally, catering to everyone—from individuals taking their first online steps to corporations with advanced hosting requirements. Their commitment to

making customers smile, providing rock-solid reliability, and showcasing technical prowess is the heartbeat of their mission—a mission to be the trusted partner in every client's digital success story.

SASAHOST LIMITED

Website Link: <https://www.sasahost.co.ke/>

SasaHost is a web hosting service provider that has been in existence since 2009. SasaHost stands at the forefront as a reliable and professional web hosting service provider, excelling in the delivery of secure and efficient web solutions. With a focus on meeting the diverse needs of individuals and businesses, SasaHost is licensed by the Communications Authority of Kenya (CA) and accredited by KeNIC Registry. They also have partnerships and accreditations for several other TLDs, gTLDs and ccTLDs. They operate with a commitment to upholding industry standards and ensuring the highest level of service reliability.

The company offers the following services:

- **Website Hosting:** SasaHost offers secure and reliable hosting services for websites, ensuring optimal performance and accessibility for users worldwide.
- **Email Hosting:** The company provides email hosting services, managing email accounts associated with the domain and offering a seamless communication platform for businesses and individuals.
- **Domain Name Services:** SasaHost assists clients in registering and managing domain names, helping them secure unique web addresses for their online presence.

- **Web Development:** SasaHost specialises in web development, creating and designing websites that align with clients' goals and branding for a strong online presence.
- **Mobile Development:** The company offers mobile development services, creating applications optimised for mobile devices to meet the increasing demand for mobile-friendly experiences.
- **SSL Certificates:** The company provides SSL (Secure Socket Layer) certificates, encrypting data transmitted between websites and users to enhance security, particularly for e-commerce and sensitive information transactions.
- **Managed cPanel Dedicated Servers:** SasaHost offers Managed cPanel Dedicated Servers, providing businesses with exclusive server resources and enhanced control. With the cPanel management system, clients benefit from a user-friendly interface for server administration.
- **Managed cPanel VPS Hosting:** SasaHost provides Managed cPanel VPS (Virtual Private Server) Hosting, combining the benefits of dedicated resources with the flexibility of virtualization. This service offers clients a virtual server environment with cPanel for efficient and intuitive server management.

EAC DIRECTORY/HOSTAFRICA

Website Link: <https://www.eacdirectory.co.ke/>

HOSTAFRICA, a leading Cloud Server solutions provider in South Africa, is committed to exceptional service. Founded in 2008, it has rapidly expanded, acquiring notable brands and launching in Kenya and Nigeria. Their mission: to empower Africans with reliable online hosting. Founded by Michael Osterloh, the company values customer care above all, ensuring

uninterrupted operations for essential businesses. With an impressive growth trajectory, HOSTAFRICA remains dedicated to supporting individuals and businesses across the continent. The company prides in providing the following services:

- **Shared Hosting (cPanel):** HostAfrica offers shared hosting powered by cPanel, providing an intuitive and user-friendly platform for individuals and businesses to host their websites. Shared hosting is cost-effective, with multiple users sharing server resources.
- **Email Only Hosting:** This service is tailored specifically for email hosting, offering a dedicated solution for businesses or individuals who prioritise efficient and reliable email communication.
- **LiteSpeed Hosting:** HostAfrica's LiteSpeed hosting utilises high-performance LiteSpeed web server technology, ensuring faster website loading times and improved overall site performance.
- **WordPress Hosting:** For WordPress enthusiasts, HostAfrica provides specialised hosting optimised for the popular content management system. This ensures seamless performance and enhanced security for WordPress websites.
- **Site Builder:** HostAfrica simplifies website creation with a user-friendly site builder tool. This allows users to design and launch their websites without the need for advanced technical skills.
- **Resellers:**
 - ❖ **VPS & Cloud Reseller:** Ideal for entrepreneurs, this service enables reselling of Virtual Private Server (VPS) and Cloud hosting solutions.

- ❖ **Web Hosting Reseller:** Entrepreneurs can also venture into web hosting resale, offering shared hosting services to their clients.
- ❖ **LiteSpeed Hosting Reseller:** Resell LiteSpeed hosting services, benefiting from high-performance server technology.
- ❖ **Acronis Backups Reseller:** Resell Acronis backup solutions, providing clients with robust data backup and recovery services.
- **Affiliate Programme:** HostAfrica's affiliate program allows individuals to earn commissions by referring customers to their hosting services. It's a mutually beneficial program supporting business growth.
- **SSL Certificates:** HostAfrica provides SSL certificates to ensure secure data transmission between the user's browser and the hosted website, enhancing trust and safeguarding sensitive information.
- **Online Backups:** The company offers online backup solutions, ensuring that users' data is securely stored and can be easily recovered in case of data loss or system failures.

HostAfrica's diverse range of hosting services caters to a wide audience, from individuals looking for user-friendly shared hosting to entrepreneurs seeking to venture into the hosting business through reseller programs. Their emphasis on performance, security, and user-friendly solutions makes them a versatile choice in the hosting landscape.

WEBHOST KENYA

Website link: <https://www.webhostkenya.co.ke/>

Webhost Kenya was established in 2003 and is based in Nairobi, Kenya and its mission is to enable companies and individuals to have a secure and reliable online presence.

- **Windows Hosting:** Webhost Kenya's Windows Hosting service caters to users requiring a hosting environment compatible with Windows-based applications and websites. This includes support for technologies like ASP.NET, enabling businesses or individuals to run Windows-specific applications seamlessly.
- **Cloud Hosting:** Webhost Kenya's Cloud Hosting service harnesses the power of cloud infrastructure. This solution provides flexibility and scalability, allowing websites or applications to be hosted on a distributed network of servers. Cloud Hosting ensures high performance and resource scalability based on fluctuating demand.
- **Linux Cloud VPS:** The Linux Cloud VPS service from Webhost Kenya offers a customizable and scalable hosting solution. Built on Linux-based infrastructure, this Virtual Private Server provides users with the reliability of Linux along with the benefits of a virtualized environment.
- **Website Builder:** Webhost Kenya's Website Builder tool empowers users to create and design websites effortlessly, without the need for extensive technical skills. The platform offers a range of templates and customization options, enabling users to craft a personalised and professional-looking website.
- **Logo Design:** As part of its services, Webhost Kenya assists businesses and individuals in Logo Design. Crafting unique and impactful logos is crucial for establishing brand identity and recognition, and Webhost Kenya's design expertise ensures logos effectively represent clients' brands.
- **Register Domains:** Webhost Kenya simplifies the process of domain registration, allowing individuals and businesses to secure unique web

addresses for their online presence. This service includes user-friendly domain management tools, making it easy for clients to administer and maintain their registered domains.

- **Dedicated Servers:** Webhost Kenya's Dedicated Servers service provides exclusive server resources to businesses or individuals. With a dedicated server, clients have full control over the server environment, ensuring optimal performance, security, and customization options.
- **Reseller Hosting:** Webhost Kenya's Reseller Hosting service is designed for entrepreneurs and businesses looking to venture into the hosting business. With Reseller Hosting, clients can resell hosting services under their brand, leveraging the infrastructure and resources provided by Webhost Kenya.

SINO SOFT

Website Link: <https://sinosoft.guru/>

Sino Soft, a Nairobi-based IT company established in 2015, transitioned into a Limited Company in 2022. Specialising in website design and development, they create modern, goal-oriented websites for diverse clients. As accredited domain sellers and hosting providers, licensed by KENIC and the Communications Authority of Kenya, Sino Soft ensures a reliable online presence with a 99% uptime guarantee. Their offerings include cost-effective packages for personal, small business, and corporate websites, tailoring services to meet specific client needs. The company distinguishes itself by delivering unique design features that update clients' online presence, contributing to revenue gains. Sino Soft's mission is to go beyond client

expectations, crafting compelling web solutions that attract, engage, and retain audiences. The services provided are as follows:

- **Domain Services:**

- Register Domain: Secure your online identity by registering a domain through Sino Soft.
- Buy .KE Domain New: Explore the unique possibilities of a .KE domain, tailored for a distinct online presence.
- Transfer Domain to Us: Seamlessly transfer your domain to Sino Soft for hassle-free management.
- Domain Pricing: Transparent and competitive pricing for all your domain needs.
- Domain Suggestion: Get expert suggestions for choosing the perfect domain name.

- **Website Services:**

- Website Design: Professional website design services for a captivating online presence.
- Site Builder: Craft your website effortlessly with user-friendly site-building tools.
- Free Website Builder: Explore the freedom of building a website without incurring extra costs.
- Duplicate a Website: Easily replicate and customise existing websites for efficiency.
- Website Backup: Secure your digital assets with regular and reliable website backups.
- Graphics Design: Elevate your brand with stunning graphics and visual elements.

- **SSL Certificates:**

- SSL Certificates: Secure your website with SSL certificates for encrypted and trustworthy connections.

- **Web Applications Development:**

- ❖ **Web Hosting New (Comprehensive web hosting solutions):**

- Shared Hosting
- Wordpress Hosting
- Dedicated Servers
- Windows Dedicated Servers
- Linux KVM VPS Hosting
- Linux Reseller Hosting
- Cloud Hosting

- ❖ **Web Mail:** Access your emails anytime, anywhere, with Sino Soft's user-friendly webmail.

- ❖ **Business Email:** Elevate your professional communication with customised business email solutions.

- ❖ **Google Workspace Email Hosting:** Enjoy the power of Google Workspace for seamless collaboration and communication.

- ❖ **Email Security:** Ensure the safety of your email communications with robust security measures.

- ❖ **Website Hacked:** Swift solutions to recover and secure your website after a security breach.

- ❖ **Web Security:** Comprehensive measures to protect your website from online threats.

- ❖ **360 Site Monitoring New:** Continuous monitoring for a 360-degree view of your website's security.

- ❖ **NordVPN New:** Enhance your online security with NordVPN, ensuring privacy and anonymity.
- ❖ **CodeGuard New:** Safeguard your website data with automated and secure backups.
- **Digital Marketing:**
 - Digital Marketing New: Strategize and execute effective digital marketing campaigns.
 - Social Media Management New: Streamline your social media presence with efficient management tools.

Sino Soft provides a comprehensive set of services that encompass domain registration, website design, SSL certificates, web applications development, and digital marketing. This holistic approach ensures that clients have all the necessary tools and support for a successful and secure online presence.

HOSTPOA

Website link: <https://hostpoa.co.ke/>

Hostpoa was founded in 2015 as a subsidiary of deepAfrica Limited, a well-known Kenyan online hosting firm. Hostpoa seeks to provide individuals and organisations with economical and dependable hosting solutions, with a focus on the low-end market. Domain registration, web hosting, and web design services are among the services provided by the company. Hostpoa has drawn notice for its dedication to customer service, innovative payment methods, and extensive hosting packages.

Hostpoa provides services listed below:

- **Shared Hosting:** Hostpoa provides shared hosting services, allowing multiple websites to share resources on a single server. This cost-effective solution is ideal for individuals and small businesses, offering a budget-friendly option for hosting websites with moderate traffic.
- **Domain Names:** Hostpoa assists clients in registering and managing domain names, helping them secure unique and personalised web addresses for their online presence. This service is essential for establishing a distinct identity on the internet.
- **VPS Hosting:** Hostpoa offers VPS (Virtual Private Server) Hosting, providing clients with dedicated virtualized server resources. This solution offers greater control and flexibility compared to shared hosting, making it suitable for businesses with growing or specialised hosting needs.
- **Web Design:** Hostpoa extends its services to Web Design, offering tailored solutions for clients looking to create or revamp their digital presence. The company's web design services focus on creating visually appealing and functional websites aligned with clients' objectives and branding.

TRUEHOST KENYA

Website link: <https://truehost.co.ke/>

Established in January 2016, this company emerged from a need for enhanced web hosting services. Initially a side project, it quickly evolved into an innovative managed cloud platform. Committed to client satisfaction,

they ensure 99.999% uptime, 24/7 support, and affordable, transparent pricing. With over 30,000 clients spanning five continents, their growth reflects a dedication to reliability and excellence.. Here's a breakdown of the services provided:

- **Windows Hosting:** Truehost offers hosting services optimised for Windows environments, ensuring compatibility and performance for websites and applications built on Microsoft technologies.
- **Reseller Hosting:** Reseller hosting enables individuals or businesses to sell hosting services using resources allocated by Truehost. It's an ideal solution for entrepreneurs looking to start their own hosting business.
- **Web Hosting:** Truehost provides standard web hosting services, offering reliable storage and bandwidth to host websites and applications with a focus on performance and security.
- **Domain Addon:** Users can easily add additional domains to their existing hosting accounts, allowing them to manage multiple websites under a single hosting plan.
- **Dedicated Servers - Kenya DC:** Dedicated servers offer exclusive resources to a single user. Truehost provides dedicated server hosting in their data centre located in Kenya, ensuring high-speed and reliable performance.
- **Windows Dedicated Server:** Truehost offers dedicated server hosting specifically designed for Windows environments, providing powerful and dedicated resources for Windows-based applications and websites.
- **Dedicated Servers - Europe DC:** Similar to the Kenya DC, Truehost provides dedicated server hosting in a European data centre, offering

clients an option to host their applications closer to European audiences.

- **Cpanel Licence:** Truehost provides licences for cPanel, a popular web hosting control panel, offering users a user-friendly interface to manage their hosting accounts.
- **Windows Cloud Servers - Kenya DC:** Cloud servers on Windows architecture hosted in the Kenyan data centre provide scalable and flexible solutions for businesses requiring cloud hosting services.
- **Linux Cloud Servers - All Locations:** Truehost offers cloud servers running on Linux in multiple locations, providing users with the flexibility to choose the best geographical location for their hosting needs.
- **Business Email:** Truehost offers professional email services for businesses, ensuring reliable communication with custom email addresses associated with the client's domain
- **Windows VPS - Europe DC:** Windows Virtual Private Servers (VPS) hosted in a European data centre offer a balance of dedicated resources and cost-effectiveness for users with specific Windows-based requirements.
- **SSL Certificates:** Truehost provides SSL certificates to secure websites, encrypting data transmitted between the user's browser and the server, enhancing security and trust.
- **Reseller API:** The Reseller API allows resellers to integrate Truehost services into their own platforms, streamlining processes and enhancing user experience.
- **Website Builder:** Truehost offers a website builder tool, empowering users to create professional websites without the need for extensive coding skills.

Truehost's comprehensive range of services caters to various hosting needs, from basic web hosting to advanced dedicated server solutions and value-added services like SSL certificates and website builders

HOST PINNACLE KENYA

Website link: <https://www.hostpinnacle.co.ke/>

HostPinnacle Kenya is one of the East Africa region's fastest-growing ICT solution providers. HostPinnacle is not a new player in the Web hosting industry, but it is a well-known web hosting provider that has served numerous clients all over the world. Dedicated servers with strong CPUs that are housed in highly secure data centres. All data on all servers is stored in raid arrays, which prevents client data from ever becoming unavailable due to a failed hard disk.

Services provided by HostPinnacle Kenya include:

- **Domain Registration in Kenya:** Hostpinnacle facilitates the registration and management of domain names in Kenya. This service allows individuals and businesses to secure unique and personalised web addresses for their online presence, fostering a distinct and recognizable identity on the internet.
- **World-class Web Hosting:** HostPinnacle offers world-class web hosting services, providing individuals and businesses with a reliable and efficient platform to host their websites. This includes allocating server space, ensuring website accessibility, and delivering a seamless hosting experience.

- **Reseller Hosting:** Reseller Hosting from Hostpinnacle allows individuals or businesses to sell hosting services under their brand. This service is ideal for entrepreneurs looking to venture into the hosting business without managing the infrastructure, as hostPinnacle handles the technical aspects.
- **VPS Hosting:** Virtual Private Server (VPS) Hosting by hostPinnacle provides clients with dedicated virtualized server resources. This solution offers greater control, flexibility, and customization options compared to shared hosting, making it suitable for businesses with specific hosting requirements.
- **Dedicated Servers:** hostpinnacle offers Dedicated Server solutions, providing exclusive server resources to businesses. This service is ideal for those requiring maximum control, performance, and security for their websites or applications.
- **Web Design:** hostPinnacle extends its services to Web Design, offering customised solutions for clients looking to create or revamp their digital presence. The company focuses on creating visually appealing and functional websites aligned with clients' goals and branding.
- **Bulk SMS:** hostPinnacle provides Bulk SMS services, enabling businesses to send messages to a large audience simultaneously. This service is a cost-effective and efficient way to reach customers, clients, or members of an organisation.
- **cPanel Demo:** hostPinnacle offers a cPanel Demo, allowing users to explore and experience the features of the cPanel control panel. This demo provides insights into the user-friendly interface and functionalities available for managing hosting services.

WEBSCREATIONS DESIGN

Website link: <https://www.webscreationsdesign.com/>

Webscreations Design thrives on a culture of risk-taking and innovation. Specialising in website design, e-commerce, SEO, and more, they deliver results that speak for themselves. With a client-focused approach and a passion for turning ideas into reality, Webscreations Design stands ready to transform your business. Webscreations Design delivers its range of services through a streamlined and client-centric process:

- **Web Hosting:** Offers various hosting plans, including dedicated, unlimited, reseller hosting, VPS servers, and even free web hosting, providing flexibility based on client requirements.
- **Web Hosting in Specific Locations:** Tailors hosting solutions for specific regions, optimising performance and support for clients in Dubai, Botswana, Mauritius, Ghana, Somalia, and Chile.
- **Domains Registration:** Facilitates domain registration with added security features such as SSL certificates, digital signatures, antivirus software, and continuous site monitoring for enhanced reliability.
- **Web & Logo Design:** Provides professional web design services, specialising in e-commerce development, graphic design, and logo design to establish a strong online presence and brand identity.
- **Email Hosting:** Offers reliable email hosting services, including customised solutions and Google Suite integration, ensuring secure and efficient communication for individuals and businesses.

Webscreations Design follows a customer-centric approach, understanding and addressing the unique needs of each client. By combining technical

expertise with creative solutions, the company strives to provide a comprehensive suite of digital services, fostering success for individuals, businesses, and entrepreneurs alike.

MAMBO MICROSYSTEMS LTD

WebsiteLink: <https://www.mambo.co.ke/>

Mambo Microsystems has evolved from a small hosting company to a major corporation with numerous servers and thousands of clients. Through strategic partnerships with key players like KENIC, eNom, WHMCS, cPanel, The Planet, Verisign, and COMODO, Mambo delivers efficient web hosting services.

Technologically advanced, Mambo is the first in Kenya and East Africa to provide fully automated hosting services, including domain search, registration, and web hosting. Ordering and payment are user-friendly, accepting various methods like MPESA, PayPal, credit/debit cards, bitcoins, and direct bank transfer. Mambo offers unlimited space, emails, and bandwidth with a 24/7 support service and a 45-day money-back guarantee. Additionally, Mambo offers a lucrative affiliate program, encouraging clients to refer others and earn generous commissions.

Services provided by Mambo Microsystems:

- **1-CLICK Script Instals:** This simplifies the process of installing various scripts and applications on your website. Whether it's a content management system (CMS) like WordPress or an e-commerce platform like Magento, 1-Click Script Initials saves time and effort, making it easy for users without extensive technical knowledge to set up and manage their websites.

- **EASY Control Panel:** The user-friendly Control Panel streamlines website management tasks. Users can easily navigate through settings, configure domains, manage email accounts, and handle other aspects of their hosting environment. An intuitive interface enhances the overall user experience and ensures efficient website administration.
- **15 GB Disk Space:** Disk space refers to the storage capacity allocated to your website files, databases, and other data. With 15 GB of disk space, Mambo Microsystems provides ample room for website content, media files, and applications. This ensures that your website can grow and accommodate increasing data without running into storage limitations.
- **Free Domain Registration:** Mambo Microsystems offers a complimentary domain registration, allowing users to establish a unique online identity without incurring additional costs. This is particularly advantageous for individuals and businesses starting their online presence, as it contributes to cost savings in the initial stages of website setup.
- **99.99% Uptime Guarantee:** Uptime is a critical factor for website performance. Mambo Microsystems assures a 99.99% uptime guarantee, indicating a minimal risk of website downtime. This reliability ensures that your website is consistently accessible to visitors, contributing to a positive user experience and minimising potential business disruptions.
- **10 Mysql Databases:** MySQL databases are essential for dynamic websites, particularly those utilising content management systems and interactive features. With 10 MySQL databases, Mambo Microsystems

provides the capacity for managing diverse data sets, facilitating the smooth operation of applications and enhancing the functionality of your website.

- **15 Email Accounts:** Having 15 email accounts allows you to create professional and personalised email addresses associated with your domain. This is crucial for building a credible online presence and enables effective communication with clients, customers, or website visitors. Each email account can serve a specific purpose or individual within your organisation.
- **24/7 Full Online Support:** Mambo Microsystems offers continuous online support, ensuring assistance is available at any time. This is invaluable for addressing technical issues, resolving queries, or seeking guidance on website management. The round-the-clock support enhances the overall reliability and responsiveness of the hosting service.

HOSTNALI

WebsiteLink: <https://hostnali.co.ke/>

Hostnali Webhost, a registered company in Kenya since 2016, stands as a premier provider of web hosting and domain registration services for small and medium-sized businesses. Offering fast, reliable, and affordable hosting solutions, the company has consistently set high standards for performance in the web hosting industry. Hostnali is recognized for its commitment to innovation, active contributions to the open-source community, and a comprehensive range of services, including web hosting, reseller hosting, VPS hosting, dedicated servers, domain registration, unlimited free SSL, web design, SEO, graphics design, and mobile app development. The company prioritises

customer support, considering it a fundamental right for clients to always enjoy.

Below are the services that Hostnali provides;

- **Premium cPanel web hosting:** Enjoy high-quality hosting services with the user-friendly cPanel interface for efficient website management.
- **Reseller Hosting:** Start your own hosting business and empower oneself to become a hosting provider, offering services to others with the flexibility to manage and control multiple accounts.
- **VPS Hosting:** Take full control of your hosting. Gain a virtual private server with dedicated resources, providing greater control and customization over your hosting environment.
- **Dedicated Servers:** Powerful hosting environment whilst having an entire server exclusively for your use, ensuring optimal performance, security, and customization options.
- **Company Emails:** Establish a professional communication system with company-branded email addresses for a polished and trustworthy online presence.
- **Hosting Addons:** additional features and enhancements to tailor your hosting experience, choosing from a variety of optional add-ons to meet specific needs or preferences.

SKYHOST KENYA

WebsiteLink:<https://skyhost.co.ke/#>

Skyhost, a Kenyan-based web hosting company, has proven its reliability in the website hosting industry. Recognizing the importance of meeting customer needs, Skyhost has focused on enhancing its services and features to attract clients. The company promises a

seamless hosting experience, providing affordable and competitive prices starting from Ksh. 2,499/yr.

Skyhost's web hosting features include 30GB pure SSD cloud storage, 2GB RAM, 350 GB bandwidth, free site migration, 24/7 customer support, daily website backup, MYSQL latest, free site builder, unlimited email accounts, LiteSpeed web server, unlimited FTP Accounts, and a free SSL certificate.

Skyhost's reputation is bolstered by positive customer ratings, indicating its effectiveness as a web hosting service provider. Serving clients in Kenya, East Africa, Africa, and globally, Skyhost's competitive prices position it as a favourable choice for those seeking reliable web hosting service.

Services offered by Skyhost:

- **Shared Hosting:** Cost-effective solution, suitable for small websites and individuals. Shared resources make it affordable and easy to manage.
- **Email Hosting:** Dedicated email services with reliable and efficient email management, providing a professional communication platform.
- **VPS Servers:** Offers dedicated resources within a shared environment, providing more control and customization than shared hosting.
- **Dedicated Servers:** Exclusive use of an entire server, ensuring maximum control, performance, and resource allocation for high-traffic websites.
- **Managed Cloud:** Cloud-based hosting with managed services, allowing for easy scalability, maintenance, and support, reducing the burden on the user.
- **Cloud Hosting:** Leverages cloud infrastructure for flexibility, scalability, and reliability. Ideal for websites with varying resource needs.

- **Reseller Hosting:** Enables individuals to start their hosting business, providing an opportunity for additional revenue through reselling hosting services.
- **WordPress Hosting:** Optimised for WordPress websites, ensuring fast loading times, security, and compatibility with WordPress-specific features.
- **Windows Hosting:** Compatible with websites built on Microsoft technologies, offering specific features and functionalities for Windows-based applications.

WEBCOM KENYA

WebsiteLink: <https://webcomkenya.com/>

Webcom Kenya, a registered ICT business solutions provider since 2016, specialises in various Information Technology services. They offer domain registration, web hosting, SSL certificates, dedicated servers, VPS servers, bulk SMS services, web design, automated billing systems, IT consultancy, and support. The company prioritises maximum security, performance, and provides 24/7 user support. Their services include payment integration, multi-domain hosting, SSL certificates, Open VPS hosting, KVM VPS hosting, and accounting systems. Webcom Kenya supports various scripts such as WordPress, Joomla, Wix, Shopify, Node Js, Python App, Cpanel, and SSL. Client testimonials commend the company's reliability, customer support, and affordable rates for web design and hosting services. They operate under the slogan "Webcom Kenya - Domain Registration Services" and emphasise credibility, communication, and growth for businesses.

Below is an overview of Webcom Kenya hosting services:

- **Shared Hosting:** Cost-effective hosting solution where multiple websites share the same server resources.

- **Email Hosting:** High-speed hosting specifically designed for efficient email services.
- **Multi-Domain Hosting:** Hosting that allows you to manage multiple domains seamlessly with unlimited resources.
- **Reseller Hosting:** Hosting service tailored for individuals or businesses looking to resell hosting to others.
- **Dedicated Server:** Exclusive server resources for optimal performance, security, and customization.
- **WordPress Hosting:** Hosting optimised for the speed and performance of WordPress websites.
- **SSL Certificate:** Ensure encrypted and secure data transfer between the server and users.
- **Open Vps Hosting:** Virtual Private Server with quick and efficient hosting solutions.
- **Cloud Hosting:** Hosting that utilises cloud infrastructure for scalability, reliability, and high performance.

DIGITAL WEBFRAME SOLUTIONS

WebsiteLink: <https://digitalwebframe.com/>

Digital Web Frame was established with the conviction that the transition to an online presence should be seamless for individuals and businesses. Recognizing the transformative impact of the evolving digital landscape on business operations and interactions with clients, the company is dedicated to exploring the business world through online spaces.

In the face of various marketing strategies, Digital Web Frame asserts that going online is the most cost-effective and efficient way to connect with audiences and promote businesses. Positioned as Africa's premier service

provider, the company specialises in hosting, domain names, SSL certificates, website design, software development, graphic design, and digital media marketing. Digital Web Frame is committed to facilitating the online presence of its clients in a user-friendly and affordable manner. Stated below are the services offered;

- **Basic Web Hosting:** Affordable and straightforward hosting for your digital frames website, ensuring a reliable online presence to showcase and sell your products.
- **Business Web Hosting:** Enhanced features catered to business needs, supporting the digital frames website with additional resources and capabilities for a seamless customer experience.
- **Cloud Hosting:** Scalable hosting resources suitable for handling varying traffic demands, ensuring optimal performance during promotions or peak seasons.
- **Reseller Hosting :**Empower your business to offer hosting services to other businesses or individuals, potentially creating an additional revenue stream.
- **VPS Hosting:** Virtual Private Server with dedicated resources for hosting a feature-rich and high-performance digital frames website.
- **Dedicated Servers:**Exclusive server resources ensuring top-notch performance, ideal for a digital frames business that experiences high traffic and demands stability.
- **Extra Addons:** Additional features and enhancements to tailor hosting services specifically for the digital frames business, such as e-commerce tools, security features, or analytics.
- **SSL Certificate:** Ensures secure data transmission during online transactions, crucial for building trust with customers when purchasing digital frames
- **Website Builder:** Simplifies the process of creating and updating your digital frames website, allowing for easy customization without the need for extensive technical skills.
- **E-mail Services:** Professional email services for effective communication with customers and business partners, contributing to the overall professionalism of your digital frames business.

- **Website Security:** Protects the digital frames website from potential threats, ensuring the safety of customer data and maintaining a secure online environment.
- **Website Backup:** Regular automatic backups provide peace of mind, safeguarding digital frames, product information and customer data in case of any unforeseen events.
- **VPN Appliance:** Ensures a secure and private network connection, essential for handling sensitive information related to your digital frames business, such as customer orders and transactions.

SAFARICOM

WebsiteLink: <https://domains.safaricom.co.ke/>

Safaricom Business introduced a suite of online solutions on September 10, 2013, targeting Small and Medium Enterprises (SMEs) with affordable high-end software, including website hosting, professional email, HR payroll software, and accounting software. These solutions enable SMEs to customise their subscriptions based on specific needs, offering flexible access through the internet. Safaricom's web hosting services have gained substantial popularity, particularly among commercial entities in Kenya, with features that make them highly preferred. The cloud web hosting services come with user-friendly guidelines, simplified processes for domain management, subscription, renewal, and upgrades/downgrades. Upon registration, clients receive administrative credentials via email, granting access to the cPanel homepage for various website and email management tasks.

A brief summary for each Safaricom web hosting services below:

- **Shared Hosting:** Affordable and dependable hosting solutions for individuals and businesses looking for a trustworthy hosting partner.

- **SSL Certificates:** Establish trust and security on your website by encrypting connections, vital for protecting user data and enhancing SEO.
- **Domain Redemption Fee:** Allows the recovery of an expired domain, ensuring the continuity of your online presence.
- **Register a New Domain:** Secure your domain name by registering it today. Claim ownership of a unique domain, establishing your online identity and ensuring others do not take it.
- **Transfer Your Domain:** (Transfer now to extend your domain by 1 year): Move your domain to a new registrar while extending its registration period, ensuring continued ownership and control

GRADING CRITERIA

Feature	Points	Points Explanation
1. Flexibility	5	This is to determine the ability of the service provider to customise packages suiting individual clients: 1. Flexible - 5 points 2. Rigid - 0
2. Managed service	5	This is to determine how the systems that were hosted were managed: 1. Fully managed - 5 points 2. Semi-managed - 3/2 points 3. client - managed -1 point
3. Web page load speed	2	This was determined by analysing the web-page load speed for the service providers as you can not provide a good load speed if your site is slow. We used pingdom.com to check the speeds: 1. Page loading under 2 seconds - 2 points 2. Page loading 3 seconds - 1 point
4. Customer support	7	Determining the availability of various options for customer support in relations to the contact options and well documented FAQs i.e. Well written knowledge base, AI driven instant chats, Email/ticketing support system, Response time: 1. With all the contact options - 7 points 2. With 3 contact options - 5 points 3. With 2 options - 3 points 4. With 1 option - 2/1 points

5. Website user-friendliness	5	Assesses the ease of use and navigation for website visitors both beginners and experienced and the ability to access all the relevant information necessary to help them understand the services provided: <ol style="list-style-type: none"> 1. with all requirements - 5 points 2. With hitches in navigation - 3 points 3. With hitches in navigation and inadequate information -1 / 2 points.
6. User reviews	5	Assesses feedback from current or past users, providing insights into the hosting service's performance and user satisfaction; <ol style="list-style-type: none"> 1. With 4 - 5 stars - 5 points 2. With 3 - 4 stars- 3/4 points 3. With 1- 2 stars - 2/1 point
7. Web design support	5	User -friendly Website builder. Auto-installer for common CMS,Special discounts : <ol style="list-style-type: none"> 1. With the functionalities - 5 points 2. With some functionalities - 3/4 points 3. With one functionality - 2/1 point
8. Discount offered	2	Special offers, Promotional savings, Long term commitment, Referral Programs These programs often offer discounts or credits for successful referrals, creating a mutually beneficial arrangement. <ol style="list-style-type: none"> 1. With discounted prices - 2 points 2. Without discount 0 points
9. SSL certificate Provision	3	<ol style="list-style-type: none"> 1. Free SSL Certificate 2. Auto/guided installation of SSL certificate 3. Built-in purchase of SSL certificate
10. Disk Space allocation	5	Scalable Storage: The ability to easily adjust storage space as website needs evolve, ensuring sufficient capacity for files and data:
11. Bandwidth Transfer	5	Uninterrupted Data Flow: Assurance of consistent and reliable data transfer, preventing interruptions in website performance. <ol style="list-style-type: none"> 1. With unlimited bandwidth transfer - 5 points 2. With bandwidth average between 300 & 500 Gb - 3 / 4 points 3. With 300 and less - 2 / 1 points
12. Domains per hosting package	5	Unlimited Domains <ol style="list-style-type: none"> 1. With unlimited domains - 5 points

		2. With more than 5 but not limited - 3 / 4 points 3. With less than 5 domains - 2 / 1 point
13. Number of email accounts	5	1. Unlimited Emails - 5 points 2. More than 10 accounts but not unlimited - 3 / 4 points 3. Less than 10 points - 2 / 1 points
14. Number of FTP accounts	2	Streamlined File Transfer: The provision of FTP accounts for efficient and secure file transfers between the user and the server: 1. With more than 2 accounts - 2 points 2. With 1 or none - 1 / 0 points
15. Number of databases	5	Database Management: The ability to create and manage multiple databases, accommodating various website functionalities and applications. 1. With 5 or more - 5 points 2. With 3- 5 - 3 points 3. With less than 3 - 2/1 ponts
16. DDoS protection	2	Security Assurance: Measures in place to protect against Distributed Denial of Service attacks, ensuring website availability and performance: 1. With DDoS security - 2 points 2. Without - 0 points
17. SEO and Marketing Tools	7	Pay per click:Tools and features to effectively manage Pay Per Click advertising campaigns, enhancing online visibility: 1. With tools - 7 points
18. WHM/C-Panel	5	User-friendly control panel access for seamless server and website management: 1. With and providing support 5 points 2. With but no support - 3 / 4 points 3. Without - 2 / 1 points
19. Free Domain Names	3	Cost Savings: Inclusion of free domain names with hosting packages, providing users with additional value and reducing initial setup costs. 1. Free domains - 3 points 2. Domains bought separately - 2/1 points

OVERALL GRADING

	TrueHost	HostPinnacle	Kenya Website Experts	Sasa Host	safaricom	Hostnali	Webhost Kings Kenya	Webcom Kenya	Webcreations Design	EAC Directory/HostAfrica	Sino Host	Mambo microsystems	Host Poa	Skyhost	Digital Webframes Solutions	Web Host Kenya
Flexibility	0	0	0	0	0	0	0	0	0	0	5	0	0	0	0	0
Managed services	3	3	5	4	4	4	3	3	2	4	3	2	4	2	3	5
Web page load speed	2	2	2	2	2	2	1	2	1	2	1	1	2	1	1	2
Customer support	5	5	7	4	4	5	3	4	4	5	4	3	5	3	3	5
Website user-friendliness	4	5	5	3	3	4	2	3	3	3	2	3	4	2	3	4
User reviews	4	4	5	4	4	4	3	3	3	4	3	3	4	3	3	4
Web design support	5	5	5	5	4	4	3	4	3	4	3	4	4	2	2	5
Discount offered	2	2	2	2	2	2	2	2	2	2	2	2	2	2	2	2
SSL certificate provision	1	2	3	3	2	1	1	2	2	3	1	1	2	1	2	3
Disk Space allocation	5	4	5	3	3	3	2	4	4	4	2	2	3	2	3	4

Bandwidth Transfer	5	5	5	5	3	3	3	4	3	3	4	3	3	3	1	4
Domains per hosting package	5	5	5	4	4		3	4	2	3	4	3	2	3	4	5
Number of email accounts	5	5	5	5	3	3	2	3	3	4	4	2	4	3	4	3
Number of FTP accounts	2	2	2	2	2	2	1	1	2	2	1	1	2	1	1	1
Number of databases	5	3	5	4	3	2	4	2	4	3	3	2	4	3	3	4
DDoS protection	2	2	2	2	2	2	2	2	2	2	2	2	2	2	2	2
SEO and Marketing Tools	5	5	5	4	5	3	3	2	4	3	1	3	5	3	4	5
WHM/C-Panel	5	5	5	5	5	5	5	5	5	5	5	5	5	5	5	5
Free Domain Names	2	3	3	2	1	2	1	1	2	1	1	1	2	1	2	2
Total	67	67	76	63	56	51	44	51	51	57	51	43	59	42	48	65
RANK	2	2	1	5	8	9	14	9	9	7	9	15	6	16	13	4

CONCLUSION

As businesses and individuals continue to rely on online platforms for various purposes, the importance of choosing a reliable and efficient web hosting service cannot be overstated.

It is evident from the research that the landscape of web hosting in Kenya is diverse, offering a range of options to cater to different user preferences and requirements. The top-ranked providers demonstrated excellence in providing a balanced mix of features, reliability, and customer-centric services. The inclusion of user reviews in this evaluation process also adds a valuable real-world perspective, ensuring that the rankings reflect not only technical prowess but also customer satisfaction.

In essence, this report provides a comprehensive overview of the web hosting landscape in Kenya, empowering users with the knowledge to make informed decisions and ensuring a positive and productive online presence.

RECOMMENDATIONS

The top 10 Web Hosting Providers that we strongly advise for businesses and individuals as of November 2023 are shown below, ordered by the set of 19 criteria mentioned above:

1. Kenya Website Experts
2. Truehost
3. Host pinnacle
4. WebHost Kenya
5. Sasa Host
6. Hostpoa
7. EAC Directory/HostAfrica
8. Safaricom
9. Hostnali
10. Webcom Kenya

REFERENCES

1. <https://webhostingkings.com/>
2. <https://www.webscreationsdesign.com/>
3. <https://hostfiti.com/web-hosting/web-hosting-in-kenya/>
4. <https://kenyawebexperts.co.ke/>
5. <https://truehost.co.ke/>
6. <https://www.linkedin.com/pulse/ultimate-guide-web-hosting-domain-services-kenya-power-cyrus-wanjihia>
7. <https://www.sasahost.co.ke/>
8. <https://www.eacdirectory.co.ke/>
9. <https://hostpoa.co.ke/>
10. <https://www.itexperts.co.ke/>
11. <https://www.webhostkenya.co.ke/>
12. <https://sinosoft.guru/>
13. <https://www.whtop.com/top.10-alexa-ranking/country-ke>
14. <https://www.sasahost.co.ke/>
15. <https://kenic.or.ke/registrars/webhost-kenya/>