HOSTING MARKET ANALYSIS

WORLDWIDE

MANAGED VS UNMANAGED
WORDPRESS HOSTING

CLOUD
SPECTATOR

INTRODUCTION

You've got a serious online business to run?

First impressions are everything. Regardless of whether you're a startup, small business owner, freelance developer, sys admin, agency or full-blown enterprise it's critical that your online presence resonates with your customers, so they remain engaged with your business. Building and maintaining a professional website alone is no easy task and the underlying infrastructure that powers the website adds even more complexity. Many website owners simply do neither have the time nor interest in managing and securing infrastructure.

Hosting providers have started to address this problem by offering various types of managed hosting services, in addition to existing unmanaged hosting plans. But what's the difference? Simply said, managed hosting offloads a variety of technical tasks to the service provider so business owners can focus on the things that really matter, which is growing the business and increasing profits and margins. However, finding a hosting plan that best meets the needs of your business is not always easy. Search engine results provide a wide range of managed and unmanaged options and the overwhelming amount of choices can be dizzying.

This hosting market analysis is focusing on websites powered by WordPress and is meant to provide guidance how owners and decision makers can find the perfect hosting plan for their businesses.

WORLDWIDE

WordPress

Catering for all sorts of industries, WordPress is the most popular content management system (CMS) in the world and has become a major part of the internet since its launch in 2003. According to BuiltWith, 33% of the top 1 million websites are powered by WordPress.

Driving business growth is already a time-consuming task and using WordPress to build, secure and run a professional website requires a lot of additional expertise to avoid a website getting hacked and then blacklisted by Google. Or, what you need to do if a plug-in breaks your WordPress site. What if sluggish performance results in massive SEO penalties and your business can no longer be found through search engines?
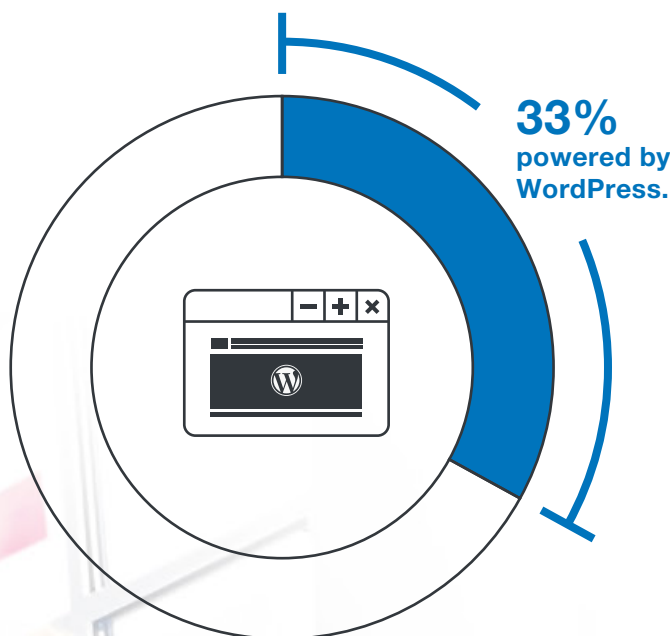
33%
powered by WordPress.

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HOSTING DICTIONARY

Hosting

Selecting the right hosting provider is crucial for any internet-based business. Many hosting providers can give your website a solid foundation to grow on by withstanding traffic surges, securing the servers hosting the site, and helping you troubleshoot plugin issue. These are just a few of the many reasons why it's important to choose the right service provider.

Many providers call their WordPress plans 'Managed', but what does that really mean to you? Some refer to server or infrastructure management only. Others consider managed hosting to include 24/7/365 support even at the application level.

This analysis will bring objective data into the mix and shed light on what a truly 'Managed' WordPress offering might look like, which we use as a reference to compare a range of managed and unmanaged hosting plans. By highlighting the basic features that a managed WordPress offering should include (in a perfect world) and benchmarking existing WordPress hosting plans from 17 service providers around the globe we hope to make it easier to find the best host for your website!

Interest over time
2004 - present
Worldwide

● wordpress — Search term
● squarespace — Search term
● wix — Search term
● Joomla — Search term
● Drupal — Search term

Apr 2019	
WordPress	**33**
squarespace	**3**
wix	**12**
Joomla	**2**
Drupal	**3**

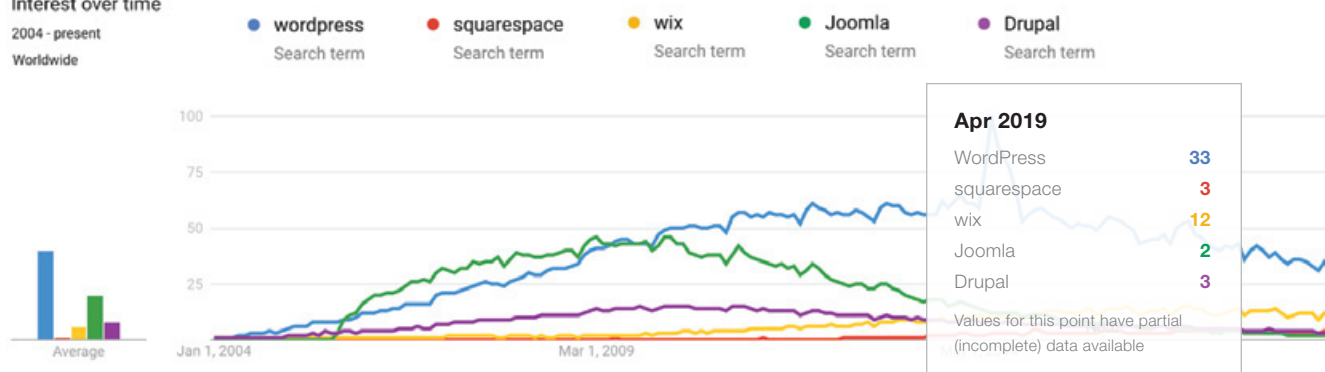Values for this point have partial (incomplete) data available

Figure 1 Source: Google Trends

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Shared Hosting

Shared Hosting

Not every WordPress site requires dedicated resources or has a massive budget behind it so you may choose a low-cost shared hosting plan to start with.

Shared hosting is a type of hosting plan where your site 'shares' resources with other accounts on the same server. This lets service providers cut costs, which is why shared hosting is typically the cheapest option. Many service providers accomplish this by 'overselling' the infrastructure, betting that not all users will require all resources at the same time.

Shared hosting is a good option as long as website traffic and your end user base do not outgrow the server resources as the website will not be able to use resources beyond the maximum allowed. Additionally, noisy neighbors will impact other sites as all websites are sharing space on the same server. Shared hosting is quite limited in terms of scalability and security compared to VPS, Cloud or even Dedicated Servers.

VPS or Cloud Servers

Virtual Private Servers (VPS) are also often called Cloud Servers which is technically incorrect. A VPS is a virtual instance on a physical server with it's own copy of an operating system (OS), and own resources such as CPU, RAM or any other data. Within the VPS family there are so-called Root Servers meaning that you are in full control and therefore also in charge of keeping the server secure and up-to-date at the OS level. A lot of providers offer VPS without root access meaning that they control the OS level while you manage all applications on that particular server. You might be hesitant to choose a VPS hosting plan because of the system administration tasks you are responsible for. To make server administration easier, many service providers offer special software tools enabling you to automate mundane server administration tasks through an intuitive graphical user interface and to add additional security with just a few clicks.

VPS provides scalability as you can always add more resources without the need to migrate your website.

Security can be applied at all levels.

Similar level of flexibility and benefits as with a dedicated server but with shared cost of services.

Complete freedom as you have access to everything and can install any software you want and need.

No dependency on traffic or audience.

It's worth noting that some service providers offer VPS or Cloud Servers with dedicated resources (meaning there's no sharing of physical resources between multiple tenants) for businesses that cannot afford to be impacted by 'noisy neighbors' or inconsistent performance and stability. These dedicated offerings generally come in full access or limited access options as well.

Dedicated Server Hosting
or Bare Metal Server

Dedicated Servers are a good option for all businesses that need to max out on RAM, support tons of visitors, server up a resource-heavy website with lots of videos and high-resolution images or peak traffic in an online store. It's also the most secure option and provides the highest level of system control.

Unless you choose a fully managed dedicated server, or purchase an advanced support / management plan, you will be responsible for managing the server which requires high tech knowledge. Server management tasks include updating all software (including OS), installing new software (if needed), applying security patches on all levels, implementing a back-up strategy, monitoring performance, and more.

On a dedicated server it's quite unlikely that your website and IP will get blacklisted if you comply with legal and ethical internet practices. As the sole owner you're in full control and do not suffer from bad neighbours that make your website practically invisible.

Dedicated servers usually come with monthly pricing or some kind of long-term commitment. You need to think carefully in advance how many resources you need as you might end up paying a lot for unused resources.

Cloud Hosting

The term 'Cloud' can mean a lot of different things to a lot of different people, at its most basic form the cloud is 'just someone else's computer'. In the hosting industry the definition needs to be a bit more specific for obvious reasons. Whereas a VPS relies on one single physical machine the cloud is based on multiple physical servers that work together and the virtual resources are shared across that virtual network which is called the Cloud. Cloud hosting is exceptionally resilient and behaves redundantly. Cloud Servers usually provide a pay-as-you-go model allowing you to add or remove resources on the fly and as needed. Cloud Hosting gives you a high degree of flexibility and agility with zero initial investment cost but also requires proper planning and skillful cloud management as it can rapidly become wildly expensive and bust your budget. You can choose between public, private and hybrid cloud hosting offerings.

Public cloud delivers computing resources across the internet. The Cloud vendor is responsible for deploying and maintaining the IT infrastructure. Leading public cloud providers drive a lot of innovation and provide access to a broad range of additional services via their marketplaces which is adding complexity.

Private Cloud delivers computing resources via a secure private network and are not shared with other customers. A Private Cloud is the ideal choice if you require strong control and security over your IT workloads and the underlying infrastructure or serve highly regulated industries and government agencies.

Hybrid Cloud is quite a complex mix of public and private cloud environments. Apps and workloads can share resources between public and private cloud deployment and require strong compatibility and integration.

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Unmanaged Hosting

Unmanaged hosting can be a great option for those who love being in the 'techy weeds' and having full control over their website(s) and server. If you have the time and the knowledge to configure, maintain and secure your server while also ensuring that your website is up and performing well, you are the perfect candidate for an unmanaged hosting plan.

Unmanaged Hosting plans usually provide a server with only an Operating System (OS) installed. Any additional software such as WordPress, Apache, PHP or MySQL will need to be installed and configured. Defining and configuring a back-up and recovery strategy, monitoring performance, scanning for malware, upgrading your OS and protecting both your server and website(s) against malicious cyber attacks are also your responsibility.

While you do have the technical skills to do it yourself and you can automate mundane tasks using a basic control panel or advanced server and website management tool it's up to you to decide where your valuable time is best spent: managing your server or focus on your business.

It's easy to lean toward the lowest priced hosting option in order to save money. Instead of focusing on saving money now, consider the following scenarios happening:

Your site has always been a bit slow to load, especially from mobile devices. You'd like to improve performance but aren't sure how to do this. Over the course of 2 years your growth is slower than you expected.

You go on vacation for a week and decide to disconnect from the internet entirely (good for you!). When you come back you notice that your site has been compromised and filled with spam links to random websites.

You do your best to secure your online presence and always keep your WordPress up to date. Unfortunately, something went wrong with the latest update and now your website is down.

The scenarios above could cripple or kill a business, at the very least generate a large amount of stress. With an unmanaged hosting plan, it's almost entirely on you to monitor your site and also implement performance and security optimizations on a regular basis.

Managed Hosting

Managed Hosting services can span from updating OS and providing a 1-click installer for WordPress only to a fully managed infrastructure environment that includes OS, apps, security, 24x7x365 support even at the WordPress application level, a suitable back-up and recovery strategy, performance monitoring and optimization, SEO improvements, etc. With that said, you need to carefully read how providers define the 'managed services' they're offering and find the one that best fits your business needs. It's important to have a proper service level agreement (SLA) in place and it's often worth paying a premium for managed services as the cloud adds more complexity to hosting services.

Managed hosting plans can be found in all infrastructure environments. Managed services are sometimes bundled with the highest tier plans or sold as an add-on.

Some SLAs include a dedicated account manager or cloud consultant who will help to apply top notch security, schedule maintenance events, define and implement your back-up and recovery strategy, drive seamless migrations, improve performance, manage your public cloud instances, and more.

Although you have to pay a premium for Managed Hosting services these cost offset quite easily because you can concentrate on your core business goals and competencies rather than spending non billable system administration time or paying for an IT administrator.

It's important to keep in mind that even the most advanced managed hosting plans aren't bulletproof, and you still need to pay some attention to your website and use good judgement when installing themes, plugins or providing access to users. Managed providers will do their very best to protect your business against cybercrime damages and always implement security best practices but the most expensive lock on earth will not prevent someone from robbing you if you forget to lock it up or give the key to a random stranger.

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GLOBAL MARKET ANALYSIS
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We have compiled a list across multiple geographies (North America, Europe, Asia Pacific and Australia), that represents a solid balance of specialized and innovative WordPress hosters as well as traditional hosting companies who offer dedicated WordPress hosting plans.

This analysis benchmarks seventeen publicly available WordPress plans as described in the table to the left against a pre-defined feature set:

Nine feature categories that will be detailed in the following sections.

Real time Apache Benchmark performance tests based on a content rich WordPress site and concurrent requests from simulated users.

WORLDWIDE

Company	Price / mo. /	Plan
1&1 IONOS	$17.00	Managed WP Pro
34SP.com	$47.31	WordPress Hosting 10 Site Container 1 Unit
A2 HOSTING	$83.61	Managed WordPress Unlimited Domains
bluehost	$113.85	WP Pro Hosting Grow
Conetix	$34.85	Managed WordPress Single Domain
DreamHost	$79.95	DreamPress Pro
FLYWHEEL	$75.00	Professional Plan
GoDaddy	$69.99	Managed Wordpress Pro 10
HOSTINGER	$9.95	Business Shared Hosting
HOSTPRESS	$136.39	HostPress Business
Kinsta.	$60.00	Pro
(mt) mediatemple	$60.00	Managed Wordpress Pro
PANTHEON	$50.00	Basic
Pressable	$90.00	20 Sites
SiteGround	$36.90	GoGeek Hosting
WP engine	$115.00	Growth plan
ZNETLIVE	$12.63	WordPress Hosting WP-Professional

The selection process for each provider is as follows:

All WordPress related product lines were taken into consideration (shared, cloud, vps, dedicated, etc.).

If a provider offers WordPress specific hosting plans, only plans from this product line were chosen.

Both managed and unmanaged WordPress plans were taken into consideration.

Only WordPress hosting plans within the price range of $50 - $150 (USD per month) were chosen.

If a provider only offers WordPress plans for less than $50 the closest plan to the pre-defined price range was taken into consideration.

If a provider offers multiple WordPress hosting plans within the pre-defined price range of $50 - $150, the plan closest to the arithmetical average was chosen.

Price per month

All pricing is excluding VAT and was collected during Q1 2019 (Feb and March). Special offerings or promotions were not taken into consideration. If pricing was only available in EUR the monthly subscription fee was converted to USD based on a fixed conversion rate of 1 USD = 1,14 EUR.

For providers who only offer 3 months or longer contracts, the monthly price was calculated by dividing the contract price by the number of months.

The following chart displays the price of each selected WordPress plan for a monthly subscription and clearly shows the huge

differences in price for WordPress hosting offerings. This analysis digs deeper into the details and compares all plans against nine pre-defined feature categories which we feel are the most important ones for Managed WordPress offerings.

Price (per month as invoiced)

Provider	Price
1&1 IONOS	$17.00
34SP	$47.31
A2 HOSTING	$83.61
BLUEHOST	$113.85
CONETIX	$34.85
DREAMHOST	$79.95
FLYWHEEL	$75.00
GODADDY	$69.99
HOSTINGER	$9.95
HOSTPRESS	$136.39
KINSTA	$60.00
MEDIATEMPLE	$60.00
PANTHEON	$50.00
PRESSABLE	$90.00
SITEGROUND	$36.90
WP ENGINE	$115.00
ZNETLIVE	$12.63

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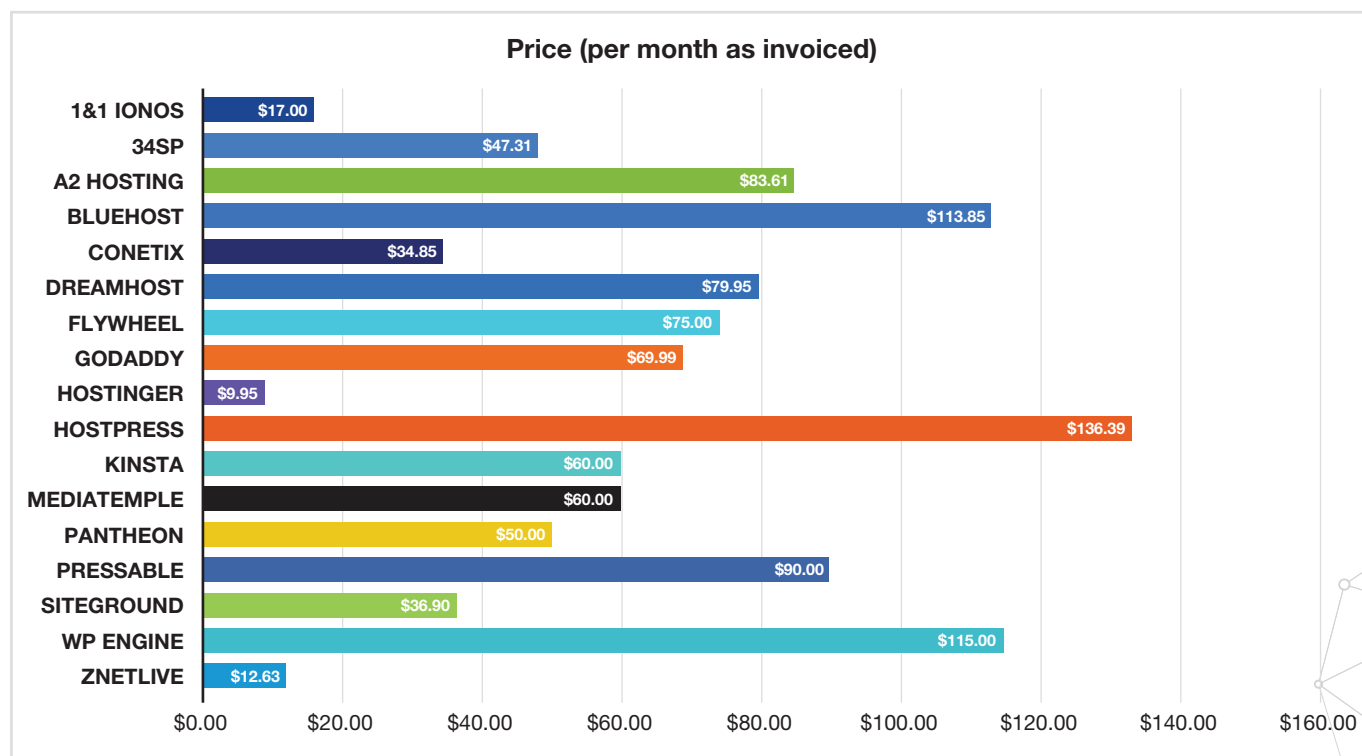
THE SPECTRUM OF MANAGED FEATURES

—

The spectrum of managed hosting is broad. This analysis focuses on the most important features for managed WordPress and has selected the following 9 categories for the benchmark.

Onboarding & UX
By 2020 customer experience will overtake price and product as the key brand differentiator

Support General / Superior
Specifically optimized for WordPress

Security
Rock-solid server-to-site-security to protect your data from malicious attacks

Data Centers Global Reach
Unbeatable page speeds around the globe

Backup & Recovery
Rest easy knowing that your sites are backed up every single night

Staging & Cloning
Don't break your live site! Use a staging site for WordPress updates and content changes

Developer Features
Developer friendly tools, like SSH + GIT + WP-CLI

CDN
Speeds up your website by serving cached static content from servers located near your user's geographic location

Performance
Make your websites fly and get better search rankings leading to happy customers

WORLDWIDE

⚙ Methodology

The table below describes the high-level categories used for the managed WordPress feature scoring portion of this analysis. A 'perfect' managed WordPress provider can receive 9 points in total, one for each category, for a total of 100%.

Category	Percent of Total Score	Point Score
Onboarding / UX (4 features)	11.1%	1
Specialized WordPress Support (1 feature)	11.1%	1
General Support (7 features)	11.1%	1
Backup & Recovery (5 features)	11.1%	1
1-Click Staging & Cloning (4 features)	11.1%	1
WordPress Developer Features (6 features)	11.1%	1
Security (10 features)	11.1%	1
Performance (7 features)	11.1%	1
Global Reach (1 feature)	11.1%	1
Total	100.0%	9

Each category consists of one or more related features that will be covered in detail in the following sections.

If a provider offers all features for a specific category, then they receive a perfect score of 1 point.

If a provider offers 3 out of 4 features in any one given category, they would receive 0.75 points.

Not all categories have the same number of features, which means that categories with less features will have a greater impact on the final score.

If a provider offers a feature as an add-on, or upgrade service, or via a 3rd party link, or offers limited quotas, only partial points will be awarded as per the scoring below.

Scoring Point System Legend	Scoring Notes
YES = 1	If a provider offers this feature via support/ customer service or as control panel/customer portal feature, and this feature is included in the plan, add 1 point
PARTIAL = 0.5 - 0.25	If a provider offers this feature as an add-on or upgrade service, add 0.5 points
	If a provider offers feature via 3rd party link, add 0.5 points
	If a provider offers limited quotas compared to the other providers add 0.25 points
NO = 0	If a provider does not offer this feature add 0 points

4.1 **Onboarding and UX**

Company	Migration	Onboarding Set-up Wizard	1-Click Installation	Theme & Plugin Recommendation	Category/ Percentage
1&1 IONOS	YES	YES	YES	YES	100%
34SP.com	YES	YES	YES	YES	100%
A2 HOSTING	YES	NO	YES	YES	75%
bluehost	YES	YES	YES	YES	100%
Conetix	YES	NO	YES	NO	50%
DreamHost	YES	YES	YES	YES	100%
FLYWHEEL	YES	YES	YES	NO	75%
GoDaddy	YES	YES	YES	YES	100%
HOSTINGER	YES	YES	YES	NO	75%
HOSTPRESS	YES	YES	YES	YES	100%
Kinsta	YES	YES	YES	YES	100%
(mt) mediatemple	YES	YES	YES	YES	100%
PANTHEON	YES	YES	YES	NO	75%
Pressable	YES	YES	YES	YES	100%
SiteGround	YES	YES	YES	YES	100%
WP engine	YES	YES	YES	YES	100%
ZNETLIVE	NO	NO	YES	YES	50%

🔧 Features

A Migration
Providers who include free migration services as a standard in the selected WordPress plan receive a 'yes'. Providers who do not offer migration services at all, or do not include them in the selected WordPress plan receive a 'no'.

B Onboarding Support / Setup Wizard
Providers who offer post-purchase onboarding via control panel setup wizard receive a 'yes'. Providers who simply drop the client into WHMCS, or their customer portal with no sense of direction or sign of what to do next receive a 'no'. Setup wizards / onboarding wizards should include at least one of the following elements.
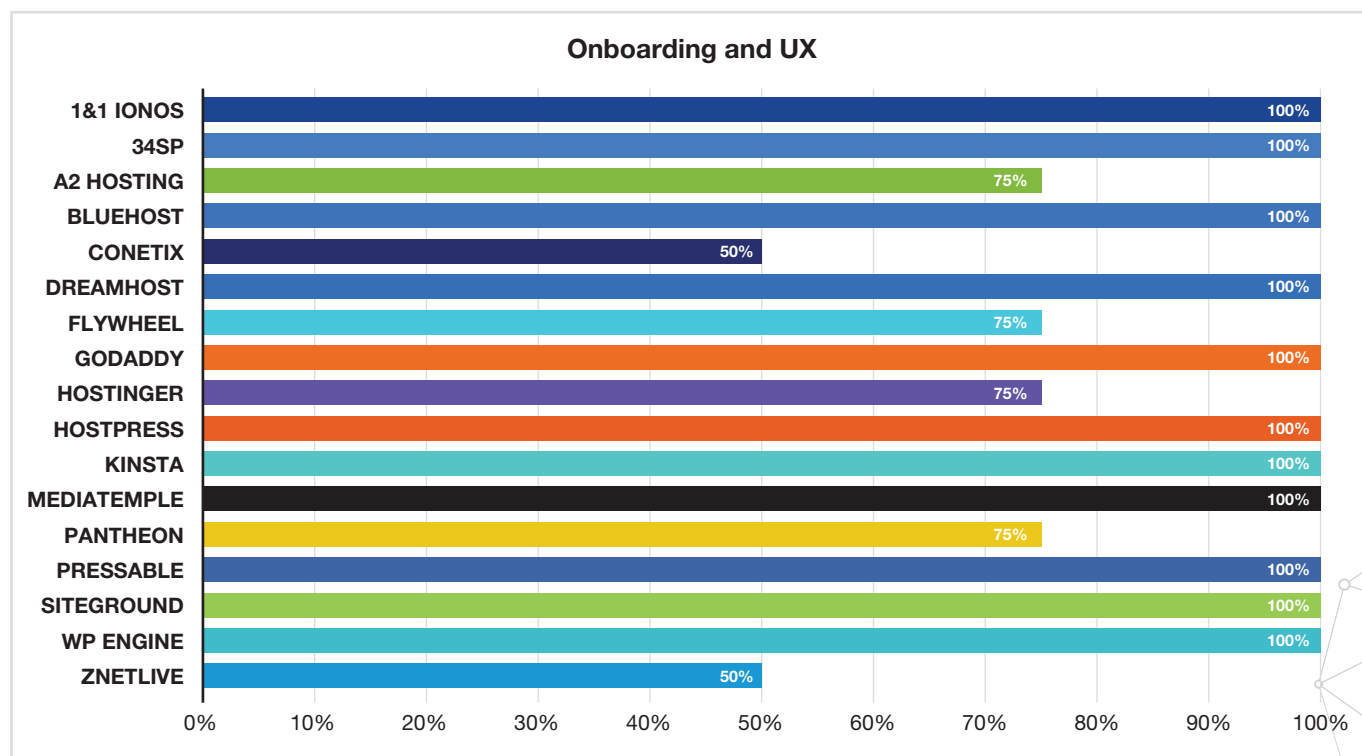
1. Create and configure initial WordPress site domain name and general name.
2. Suggest themes, plugins or external services to use with the new site.
3. Interactive and/or guided tour of the customer portal or control panel.

C 1-Click Installation
This refers to the ability to install WordPress via the click of a button (technically more than one click) versus having to install WordPress the old-fashioned way, via SSH and bash commands. Providers who offer a mechanism to quickly and easily install WordPress receive a 'yes' . Providers who do not offer a 1-Click installer receive a 'no'.

D Theme and Plugin recommendations
Providers who pre-install plugins or themes that do not come with WordPress by default, they receive a 'yes' (Akismet Anti-Spam doesn't count). Providers who are actively promoting the use of free or paid themes or plugins, or offer 'exclusive' themes or plugins would also receive a 'yes'. Providers who do not offer any of the above, receive a 'no'.

Onboarding and UX

Provider	Percentage
1&1 IONOS	100%
34SP	100%
A2 HOSTING	75%
BLUEHOST	100%
CONETIX	50%
DREAMHOST	100%
FLYWHEEL	75%
GODADDY	100%
HOSTINGER	75%
HOSTPRESS	100%
KINSTA	100%
MEDIATEMPLE	100%
PANTHEON	75%
PRESSABLE	100%
SITEGROUND	100%
WP ENGINE	100%
ZNETLIVE	50%

4.2 Specialized WordPress Support

Company	WordPress Support	Category/Percentage
1&1 IONOS	NO	0%
34SP.com	YES	100%
A2 HOSTING	NO	0%
bluehost	YES	100%
Conetix	YES	100%
DreamHost	NO	0%
FLYWHEEL	YES	100%
GoDaddy	PARTIAL	50%
HOSTINGER	NO	0%
HOSTPRESS	YES	100%
Kinsta	YES	100%
(mt) mediatemple	YES	100%
PANTHEON	NO	0%
Pressable	YES	100%
SiteGround	YES	100%
WP engine	YES	100%
ZNETLIVE	NO	0%

'Specialized WordPress Support' can mean a lot of different things to a lot of different people. The point of this section is to highlight providers who have gone the extra step to offer WordPress specific support via specialized support teams.

For this analysis we looked at the following;

Providers who offer specialized WordPress only support and have dedicated teams who only support and/or develop WordPress.

There's a specific avenue to reach this team directly via phone, or chat, or ticket.
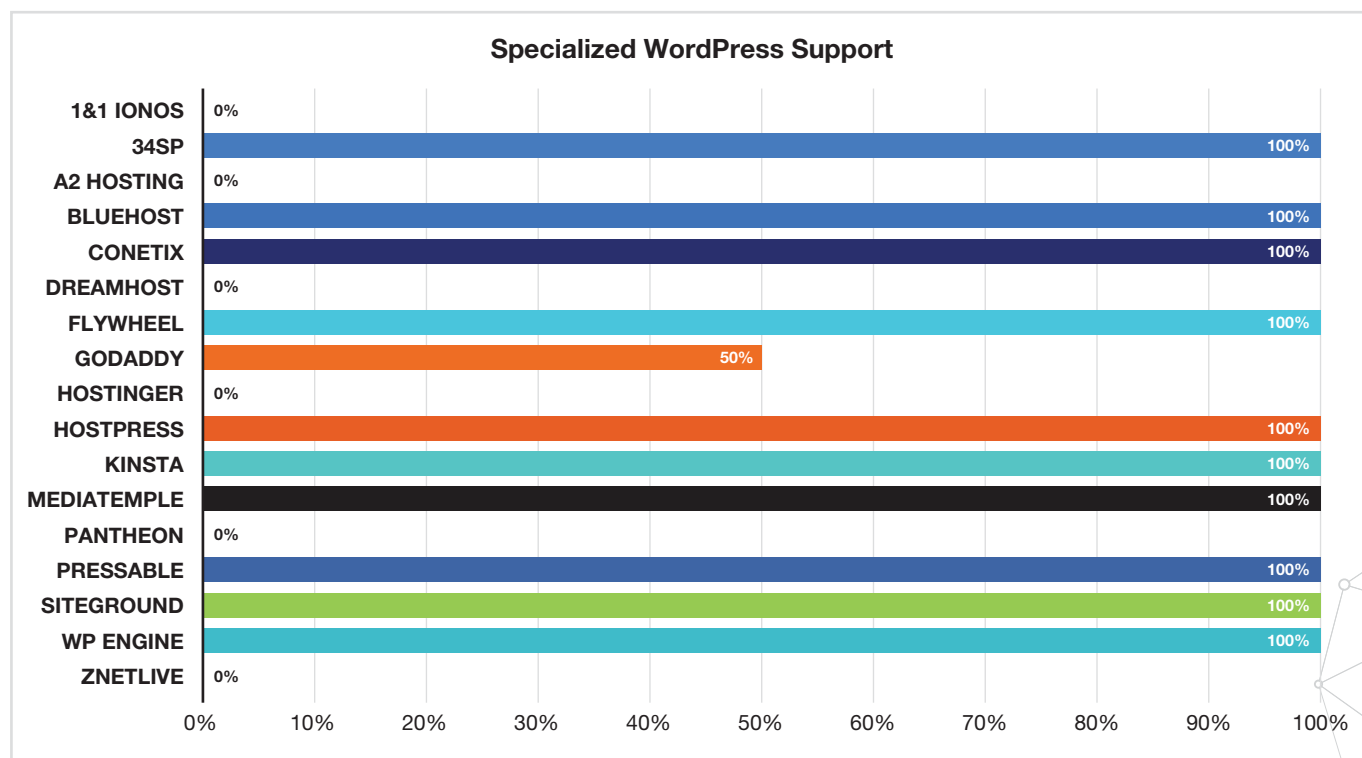
Providers who receive a 'yes' offer at least one of the criteria mentioned above.

Providers who offer 'premium' or add-on support packages that cover WordPress, but do not include this level of support in the specific WordPress hosting plan we benchmarked receive partial point scores.

Providers who do not have specialized WordPress only support teams but cover WordPress support through general support teams receive a 'no'. There's a difference between working with a WordPress only support team and a general support team who has to deal with many different CMS and server issues. Additionally, customers will not necessarily directly deal with a WordPress expert when contacting general support.

Specialized WordPress Support

Provider	Score
1&1 IONOS	0%
34SP	100%
A2 HOSTING	0%
BLUEHOST	100%
CONETIX	100%
DREAMHOST	0%
FLYWHEEL	100%
GODADDY	50%
HOSTINGER	0%
HOSTPRESS	100%
KINSTA	100%
MEDIATEMPLE	100%
PANTHEON	0%
PRESSABLE	100%
SITEGROUND	100%
WP ENGINE	100%
ZNETLIVE	0%

4.3 General Support

Company	24/7/365 Support	Free Mail Support	Free Phone Support	Free Live Chat	Ticket Support	Knowledge Base	Support SLAs	Category/Percentage
1&1 IONOS	YES	NO	YES	NO	NO	YES	NO	43%
34SP.com	NO	YES	YES	NO	YES	YES	NO	57%
A2 HOSTING	YES	YES	YES	YES	YES	YES	NO	86%
bluehost	YES	YES	YES	YES	YES	YES	NO	86%
Conetix	NO	YES	YES	YES	YES	YES	NO	71%
DreamHost	YES	YES	YES	YES	YES	YES	NO	86%
FLYWHEEL	YES	YES	NO	YES	YES	YES	NO	71%
GoDaddy	YES	YES	YES	YES	YES	YES	NO	86%
HOSTINGER	YES	NO	NO	YES	NO	YES	PARTIAL	50%
HOSTPRESS	NO	YES	YES	YES	YES	YES	NO	71%
Kinsta	YES	NO	NO	YES	NO	YES	NO	43%
(mt) mediatemple	YES	YES	YES	YES	YES	YES	NO	86%
PANTHEON	NO	NO	NO	YES	NO	YES	YES	43%
Pressable	YES	NO	NO	YES	YES	YES	NO	57%
SiteGround	YES	YES	YES	YES	YES	YES	NO	86%
WP engine	YES	YES	YES	YES	YES	YES	NO	86%
ZNETLIVE	YES	YES	YES	YES	YES	YES	YES	100%

Features

A 24/7/365 Support

Providers who offer technical support (specialized WordPress or general) via at least one contact method that's available 24 hours a day, 7 days a week, 365 days a year receive a 'yes'. Contact methods are described below. Providers who offer no active support outside of normal business hours receive a 'no'.

B Free Mail Support

Important note: Email-based support only describes the communication channel and does not refer to supporting email servers. Providers who offer free email-based support receive a 'yes'. Providers who only offer paid email support, receive a partial score. Providers who do not offer email-based support at all receive a 'no'.

C Free Phone Support

Providers offering telephone support either allow customers to call a support agent or provide a 'we call you' option. All providers offering free telephone support receive a 'yes'. Providers who do not offer telephone support at all receive a 'no'.

D Live Chat

Providers offering free support via live chat receive a 'yes'. Providers who only offer paid chat-based support, receive a partial score. Providers who do not offer live chat at all receive a 'no'.

E Ticket Support

This refers to offering support via live chat (any chat client) for free or included in the plan. If a provider offers this contact method for free, they receive a 'yes'. If a provider only offers paid chat-based support, they receive a 'partial'. If a provider simply does not offer any form of support based on this contact method, they receive a 'no'.

F Knowledge Base

Providers giving access to any form of online documentation (i.e. knowledge base, online help center, etc.) where users can self-service and use keywords to search for specific topics receive a 'yes'. Providers who are not making any kind of self-service online documentation available receive a 'no'.

G Support SLAs

Providers offering a detailed SLA for their WordPress plans receive a 'yes'. Those SLAs should clearly define the WordPress support related tasks as well as response times and time to resolution. Providers who either offer standard SLAs for network and infrastructure only, or do not provide an SLA at all receive a 'no'.

General Support

Provider	Percentage
1&1 IONOS	43%
34SP	57%
A2 HOSTING	86%
BLUEHOST	86%
CONETIX	71%
DREAMHOST	86%
FLYWHEEL	71%
GODADDY	86%
HOSTINGER	50%
HOSTPRESS	71%
KINSTA	43%
MEDIATEMPLE	86%
PANTHEON	43%
PRESSABLE	57%
SITEGROUND	86%
WP ENGINE	86%
ZNETLIVE	100%

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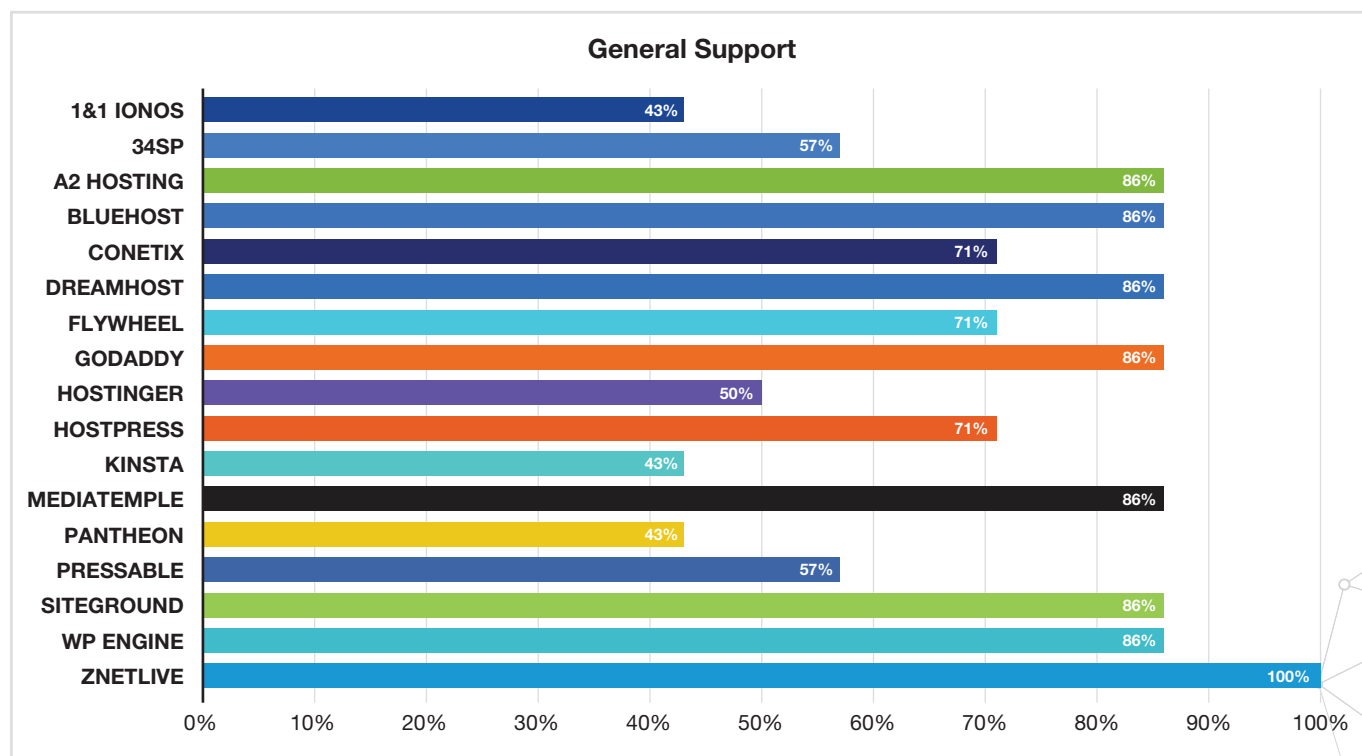
4.4 Back-up & Recovery

Company	Daily Backups	Daily Backups	Onboarding Set-up Wizard	Restore to Live	Restore from Stage	Category/Percentage
1&1 IONOS	YES	YES	PARTIAL	YES	NO	60%
34SP.com	YES	YES	PARTIAL	YES	NO	70%
A2 HOSTING	PARTIAL	YES	YES	YES	YES	90%
bluehost	YES	NO	YES	YES	NO	60%
Conetix	PARTIAL	YES	YES	YES	YES	90%
DreamHost	YES	YES	YES	YES	NO	80%
FLYWHEEL	YES	YES	NO	YES	NO	80%
GoDaddy	YES	NO	YES	YES	NO	60%
HOSTINGER	YES	YES	YES	YES	NO	80%
HOSTPRESS	PARTIAL	YES	PARTIAL	YES	YES	80%
Kinsta	YES	YES	PARTIAL	YES	NO	70%
(mt) mediatemple	YES	NO	YES	YES	NO	60%
PANTHEON	YES	YES	YES	YES	YES	100%
Pressable	PARTIAL	NO	PARTIAL	YES	NO	40%
SiteGround	PARTIAL	YES	PARTIAL	YES	YES	80%
WP engine	YES	YES	YES	YES	YES	100%
ZNETLIVE	PARTIAL	YES	YES	YES	YES	90%

Features

A Daily Back-up

Providers who offer (and enable) automated daily backups by default receive a 'yes'. Providers who do offer daily backups but do not enable back-up for new sites/customers receive a partial score. Providers who offer no obvious sign of daily back-up receive a 'no'.

B 1-Click Back-up

Providers who offer any form of '1-click' or easy to initiate back-up for WordPress sites receive a 'yes'. Providers who do not offer any form of '1-click' or easy to initiate back-up for WordPress sites receive a 'no'. Providers who offer 1-click backup but only if you pay for and configure 3rd party storage for the back-up receive a partial score.

C Retention Time

Provider receives a 'yes' if backup retention time is greater 30 Days.
Provider receives partial score of 0.75 points if retention time is greater than 14 days but less than 30 days.
Provider receives partial score of 0.50 points if retention time is greater than 7 days but less than 14 days.
Provider receives partial score of 0.25 points if retention time is greater than 0 days but less than 7 days.
Provider receives a 'no' if a back-up isn't offered at all.

D Restore to Live

Providers who offer the ability to restore a back-up to a live environment (aka restoring a back-up to production) receive a 'yes'. Providers who do not offer this ability receive a 'no'.

E Restore from Stage

Providers who offer the ability to restore a production or staging environment from an active staging environment (or a back-up of staging) receive a 'yes'. Cloning a site from staging to production also counts as a 'yes'. Providers who do not offer this ability receive a 'no'. Providers who only let you restore staging environments from staging back-up receive a partial score.

Backup & Recovery

Provider	Score
1&1 IONOS	60%
34SP	70%
A2 HOSTING	90%
BLUEHOST	60%
CONETIX	90%
DREAMHOST	80%
FLYWHEEL	80%
GODADDY	60%
HOSTINGER	80%
HOSTPRESS	80%
KINSTA	70%
MEDIATEMPLE	60%
PANTHEON	100%
PRESSABLE	40%
SITEGROUND	80%
WP ENGINE	100%
ZNETLIVE	90%

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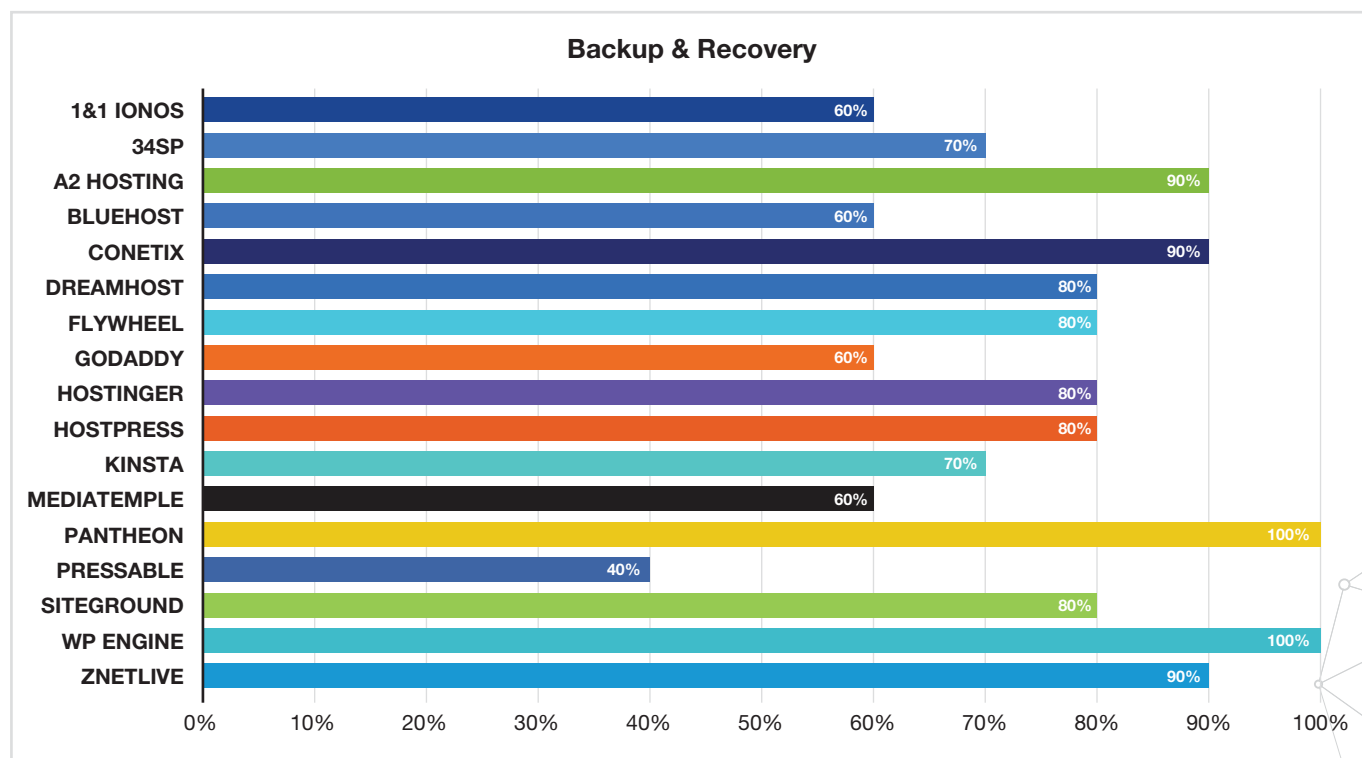
4.5 # 1-Click Staging and Cloning

Company	Create WordPress staging environment	Delete and refresh staging environment	Push staging to live	Restore WordPress backup to staging	Cloning	Category/ Percentage
1&1 IONOS	NO	NO	NO	NO	NO	0%
34SP.com	YES	YES	YES	NO	NO	60%
A2 HOSTING	YES	YES	YES	PARTIAL	YES	90%
bluehost	NO	NO	NO	NO	NO	0%
Conetix	YES	YES	YES	PARTIAL	YES	90%
DreamHost	NO	NO	NO	NO	NO	0%
FLYWHEEL	YES	YES	YES	NO	YES	80%
GoDaddy	YES	YES	YES	NO	YES	80%
HOSTINGER	NO	NO	NO	NO	NO	0%
HOSTPRESS	YES	YES	YES	PARTIAL	YES	90%
Kinsta	YES	YES	YES	YES	YES	100%
(mt) mediatemple	YES	YES	YES	NO	YES	80%
PANTHEON	YES	YES	YES	YES	YES	100%
Pressable	NO	NO	NO	NO	YES	20%
SiteGround	YES	YES	YES	NO	YES	80%
WP engine	YES	YES	YES	YES	YES	100%
ZNETLIVE	YES	YES	YES	PARTIAL	YES	90%

⚒ Features

A **Create WordPress staging environment**

Providers who offer the ability to create a staging environment based on a production environment receive a 'yes'. Cloning a site into its own new environment (whether called staging or not) also counts as a 'yes'. Providers must include some type of 'auto update URLs' or offer a seamless and easy to do solution to receive a 'yes'. Providers that don't offer staging at all receive a 'no'.

B **Delete and refresh staging environment**

Providers who offer the ability to delete a staging environment receive a 'yes'. Providers who do not offer this ability receive a 'no'.
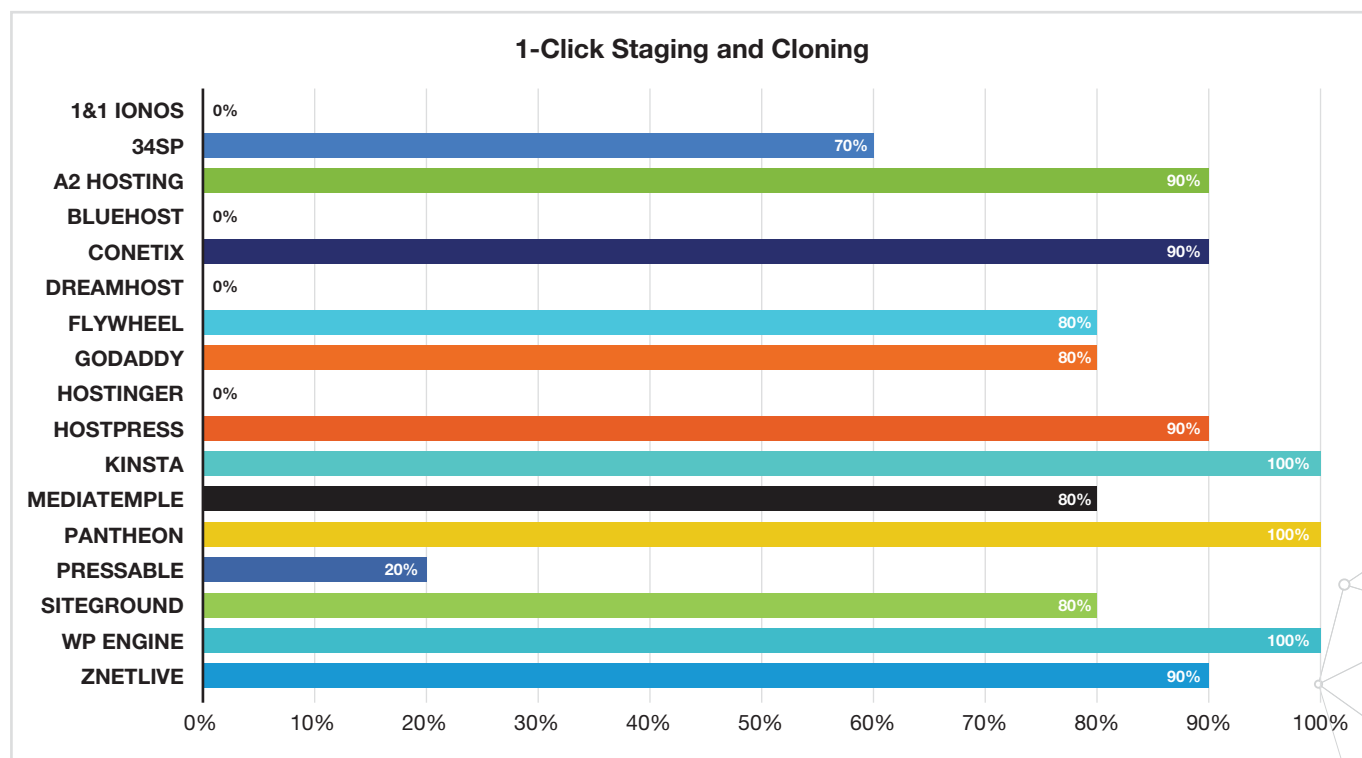
C **Push staging to live**

Providers who offer the ability to 'push to' or 'update' a live environment from a staging environment receive a 'yes'. Providers must include some type of 'auto update URLs' or offer a seamless and easy to do solution to receive a 'yes'. Providers that don't offer staging at all or simply copy sites but don't do any URL updates or make it easy to push staging to production receive a 'no'.

D **Restore WordPress backup to staging**

Providers who offer the ability to restore a backup from any environment (production or staging) to an active staging environment receive a 'yes'. Providers that only allow you to create a fresh staging environment of production receive a 'no'. Providers who do not offer this ability at all receive a 'no'.

E **Cloning**

Cloning refers to the ability to create a new site based on an existing website. Unlike a staging environment this clone is meant for production (with some modifications). Providers who offer this ability (create new site from a back-up or snapshot, or create a new site using a clone of an existing site) receive a 'yes'. Providers who do not offer this ability receive a 'no'.

1-Click Staging and Cloning

Provider	Value
1&1 IONOS	0%
34SP	70%
A2 HOSTING	90%
BLUEHOST	0%
CONETIX	90%
DREAMHOST	0%
FLYWHEEL	80%
GODADDY	80%
HOSTINGER	0%
HOSTPRESS	90%
KINSTA	100%
MEDIATEMPLE	80%
PANTHEON	100%
PRESSABLE	20%
SITEGROUND	80%
WP ENGINE	100%
ZNETLIVE	90%

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4.6 WordPress Developer Features

Company	PHP Management	WP-CLI	Mass Management	Auto Updates	SSH Access	Git	Category/ Percentage
1&1 IONOS	PARTIAL	NO	NO	YES	YES	YES	58%
34SP.com	NO	NO	NO	YES	YES	NO	33%
A2 HOSTING	YES	YES	YES	YES	YES	NO	83%
bluehost	YES	YES	NO	YES	YES	YES	83%
Conetix	PARTIAL	YES	YES	YES	YES	YES	92%
DreamHost	NO	YES	NO	YES	YES	NO	50%
FLYWHEEL	NO	YES	NO	YES	NO	NO	33%
GoDaddy	PARTIAL	YES	NO	YES	YES	YES	75%
HOSTINGER	YES	YES	NO	YES	YES	YES	83%
HOSTPRESS	PARTIAL	YES	YES	YES	YES	YES	92%
Kinsta	PARTIAL	YES	NO	YES	YES	NO	58%
(mt) mediatemple	NO	YES	NO	YES	YES	NO	50%
PANTHEON	PARTIAL	YES	NO	YES	YES	YES	75%
Pressable	NO	NO	NO	YES	YES	NO	33%
SiteGround	PARTIAL	YES	NO	YES	YES	YES	75%
WP engine	NO	YES	NO	YES	NO	YES	50%
ZNETLIVE	PARTIAL	YES	YES	YES	YES	YES	92%

Features

A PHP Management (version/module selection)
Providers who offer the ability to change the version of PHP used for WordPress and also let you activate / deactivate various PHP modules receive a 'yes'. Providers who only offer the ability to change the version of PHP used for WordPress but not PHP modules receive a partial score. If no PHP version or module management is offered the provider receives a 'no'. Modifying PHP variables only also counts as a 'no'.

B WP-CLI
Providers who offer the ability to utilize WordPress WP-CLI via any avenue (built in feature or simply allowing / not blocking the use of WP-CLI from local or remote) receive a 'yes'. Providers who make it difficult or impossible to use WP-CLI receive a 'no'.

C WordPress Mass Management
This refers to the ability to perform actions on multiple WordPress sites via single click (select all sites, update all plugins on them is one example). Any of the following actions count as a 'yes' if they can be performed on multiple sites simultaneously.
1. Apply WordPress core update, security update
2. Update plugins and / or themes
3. Perform security checks or hardening
4. Perform any sort of analysis or check-up
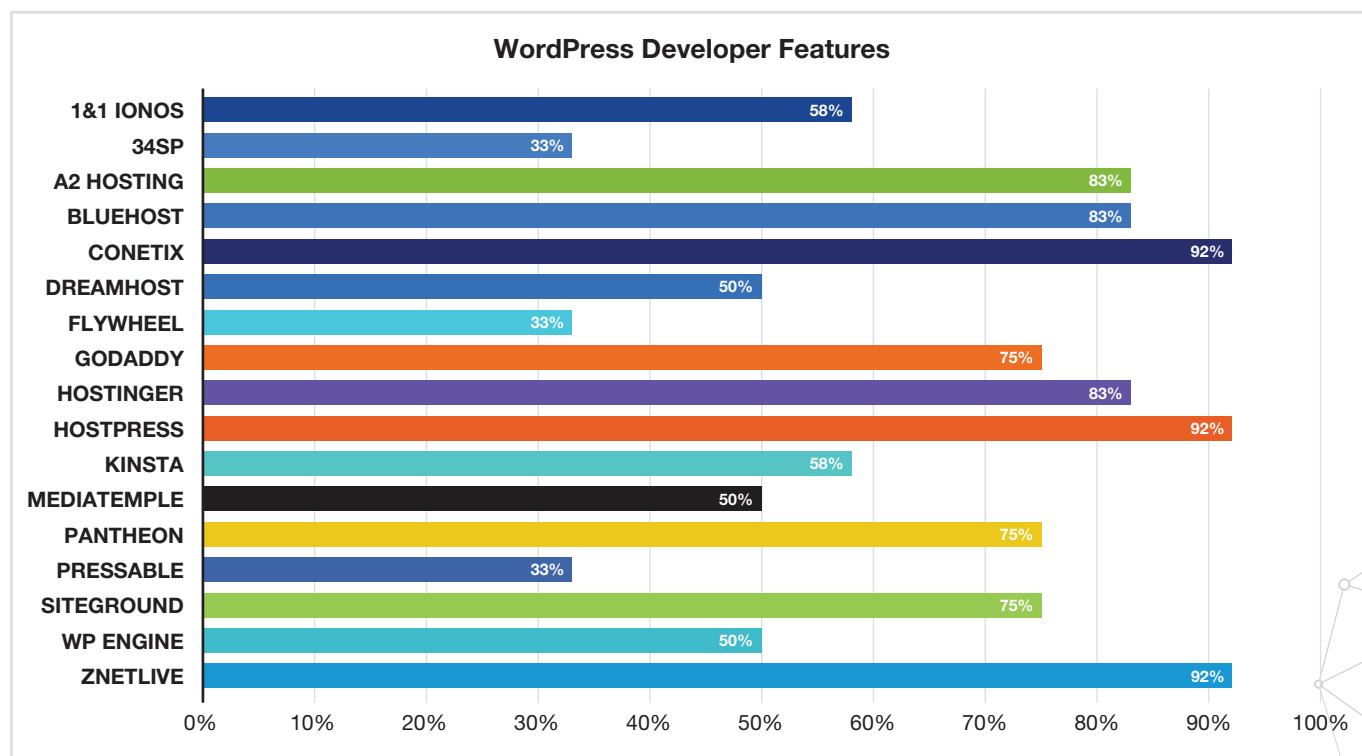
D Auto Updates
This refers to providing a way for WordPress core to update itself automatically, without having to take any actions. Auto updates do not have to be on by default but should be configurable via setup wizard or a control panel. Providers who offer auto updates as described above receive a 'yes'. Providers who offer no form of assistance with updates or management around updates receive a 'no'.

E Secure Shell (SSH) Access
Providers who offer the ability to access WordPress via SSH receive a 'yes'. SSH does not need to be available by default, but it must be easy to enable should SSH be required. Providers who make it difficult or impossible to use SSH receive a 'no'. SFTP only counts as a 'no' as well.

F Git
Providers who offer some type of git integration or services receive a 'yes'. Providers who offer no git integration or services receive a 'no'.

WordPress Developer Features

Provider	Score
1&1 IONOS	58%
34SP	33%
A2 HOSTING	83%
BLUEHOST	83%
CONETIX	92%
DREAMHOST	50%
FLYWHEEL	33%
GODADDY	75%
HOSTINGER	83%
HOSTPRESS	92%
KINSTA	58%
MEDIATEMPLE	50%
PANTHEON	75%
PRESSABLE	33%
SITEGROUND	75%
WP ENGINE	50%
ZNETLIVE	92%

4.7 # Security

Company	Vulnerability Scanning	DDoS Protection	Web Application Firewall	IP Block Firewall	MFA (Google Auth)	SSL
1&1 IONOS	PARTIAL	YES	PARTIAL	NO	YES	YES
34SP.com	NO	NO	PARTIAL	NO	NO	YES
A2 HOSTING	PARTIAL	YES	YES	YES	YES	YES
bluehost	YES	NO	NO	YES	YES	YES
Conetix	YES	PARTIAL	NO	YES	NO	YES
DreamHost	YES	YES	YES	NO	NO	YES
FLYWHEEL	NO	NO	NO	NO	YES	YES
GoDaddy	YES	PARTIAL	PARTIAL	YES	YES	YES
HOSTINGER	NO	PARTIAL	NO	YES	NO	PARTIAL
HOSTPRESS	YES	YES	YES	YES	NO	YES
Kinsta	NO	NO	NO	YES	YES	YES
(mt) mediatemple	YES	YES	YES	NO	NO	PARTIAL
PANTHEON	NO	YES	NO	NO	YES	YES
Pressable	NO	YES	NO	NO	NO	YES
SiteGround	PARTIAL	YES	NO	YES	YES	YES
WP engine	NO	PARTIAL	PARTIAL	NO	YES	YES
ZNETLIVE	YES	PARTIAL	YES	YES	YES	YES

Continue

Company	1-Click Hardening	.htaccess protection for wp-admin	Offer latest WP Version	Using the latest PHP Version	Category/ Percentage
1&1 IONOS	NO	YES	YES	YES	70%
34SP.com	NO	NO	YES	YES	35%
A2 HOSTING	NO	YES	YES	YES	95%
bluehost	NO	YES	YES	YES	70%
Conetix	YES	YES	YES	YES	75%
DreamHost	NO	YES	YES	YES	70%
FLYWHEEL	NO	NO	YES	YES	40%
GoDaddy	YES	NO	YES	YES	80%
HOSTINGER	NO	YES	YES	NO	40%
HOSTPRESS	YES	YES	YES	YES	90%
Kinsta	NO	NO	YES	YES	50%
(mt) mediatemple	NO	NO	YES	YES	55%
PANTHEON	NO	YES	YES	YES	60%
Pressable	NO	NO	YES	YES	40%
SiteGround	YES	YES	YES	YES	85%
WP engine	YES	YES	YES	YES	70%
ZNETLIVE	YES	YES	YES	YES	95%

Features

A Vulnerability Scanning

Providers who offer free WordPress vulnerability scanning when a new site is created receive a 'yes'. Providers who offer vulnerability scanning that is not integrated but only available via a 3rd party link to the respective ISV website receive a partial score. Providers who do not offer any type of WordPress vulnerability scanning receive a 'no'.

B Distributed Denial of Service (DDoS) Protection

Providers who offer free and fully integrated DDoS protection whenever a new site is enabled receive a 'yes'. Providers who offer DDoS protection that is not integrated but only available via a 3rd party link to the respective ISV website receive a partial score. Providers who do not offer any type of DDoS protection receive a 'no'.

C Web Application Firewall (WAF)

Providers who offer free and fully integrated Web Application Firewall (WAF) protection whenever a new site is enabled receive a 'yes'. Providers who offer WAF protection that is not integrated but only available via a 3rd party link to the respective ISV website receive a partial score. Providers who do not offer any type of WAF protection receive a 'no'.

D IP Block Firewall

Providers who offer an easy to locate and use IP block feature via control panel receive a 'yes'. IP block / unblock functionality must be in place to receive a 'yes'. Providers who do not offer the ability to block or unblock IPs receive a 'no'.

E Multi Factor Authentication (MFA)

Providers who offer at least one out of three MFA methods for account access, control panel access, or WordPress admin access receive a 'yes'. Providers who do not offer at least one MFA method receive a 'no'.

F Secure Sockets Layer (SSL)

Providers who provide free and integrated SSL management receive a 'yes'. Providers who only offer SSL management via paid add-on or 3rd party link to the respective ISV receive a partial score. Providers who do not offer any kind of SSL management receive a 'no'.

G 1-Click WordPress hardening

This refers to the ability to increase the security of a WordPress site via the click of a button. Providers must offer the ability to apply security improvements to receive a 'yes'. Examples of this include;

1. Detecting outdated plugins and updating them
2. Modifying directory and file permissions so they become harder to 'hack'
3. Applying password protected directories or generating strong user names

Simply detecting security weak spots does not count and receives a 'no'.
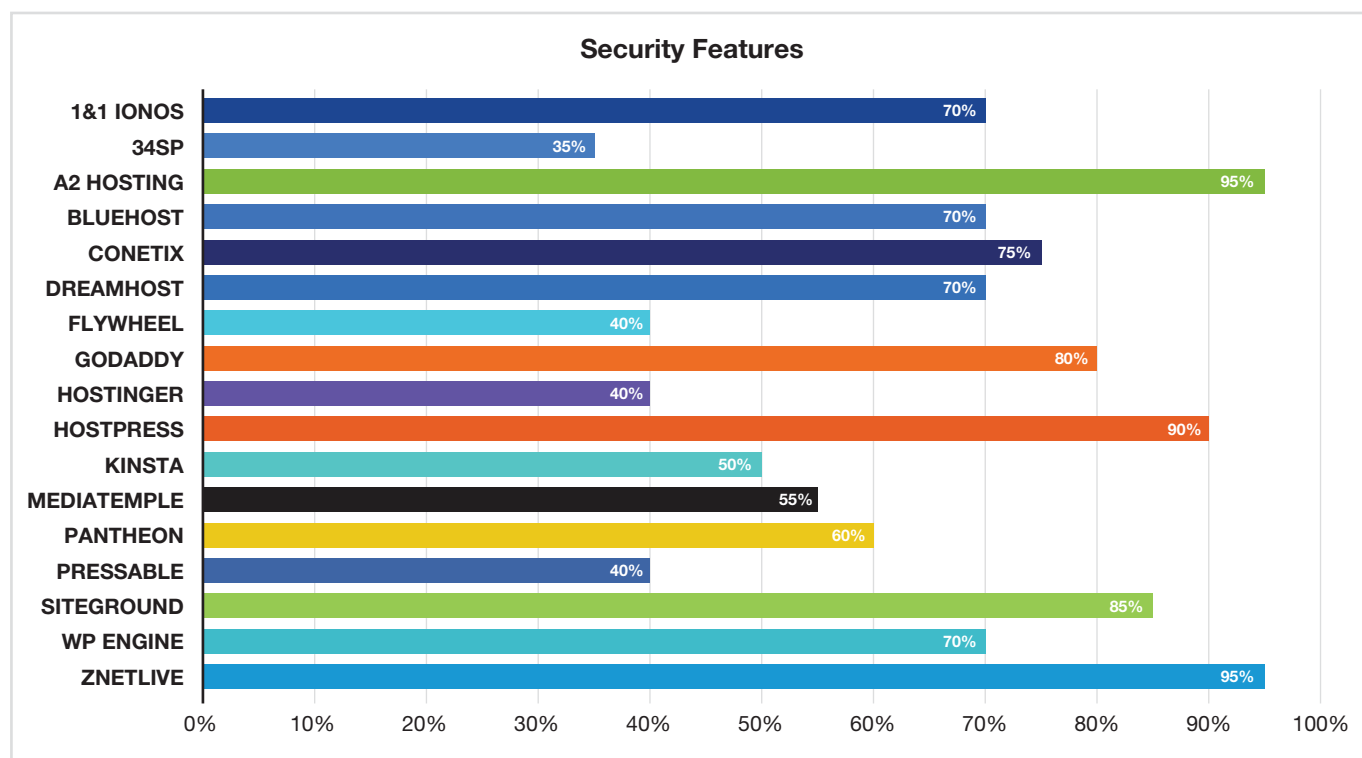
H .htaccess protection for wp-admin

This refers to the ability to password protect the WordPress Admin section via the click of a button. Providers must offer the ability to do this via control panel (versus command line) to receive a 'yes'. Providers who do not offer any sort of password protection of directories via control panel receive a 'no'.

I Offer latest WordPress Version

Providers who install the latest stable WordPress version receive a 'yes'. Providers who are making outdated WordPress versions available receive a 'no'.

J Using the latest PHP Version

Providers who used PHP 7.1 or newer receive a 'yes'. Providers who offer PHP 7.0 or older receive a 'no'.

WORLDWIDE

Security Features

Provider	%
1&1 IONOS	70%
34SP	35%
A2 HOSTING	95%
BLUEHOST	70%
CONETIX	75%
DREAMHOST	70%
FLYWHEEL	40%
GODADDY	80%
HOSTINGER	40%
HOSTPRESS	90%
KINSTA	50%
MEDIATEMPLE	55%
PANTHEON	60%
PRESSABLE	40%
SITEGROUND	85%
WP ENGINE	70%
ZNETLIVE	95%

4.8 Global Reach - Data Center (DC) Locations

Company	DC in EU	DC in North America	DC in South America	DC in Africa	DC in Asia	DC in Australia	DC in India	Category/Percentage
1&1 IONOS	YES	YES	NO	NO	NO	NO	NO	100%
34SP.com	YES	NO	NO	NO	NO	NO	NO	50%
A2 HOSTING	NO	YES	NO	NO	NO	NO	NO	50%
bluehost	NO	YES	NO	NO	NO	NO	NO	50%
Conetix	NO	NO	NO	NO	NO	YES	NO	50%
DreamHost	NO	YES	NO	NO	NO	NO	NO	50%
FLYWHEEL	YES	YES	NO	NO	YES	NO	NO	100%
GoDaddy	YES	YES	YES	NO	YES	YES	YES	100%
HOSTINGER	NO	YES	NO	NO	NO	NO	NO	50%
HOSTPRESS	YES	NO	NO	NO	NO	NO	NO	50%
Kinsta	YES	YES	YES	YES	YES	YES	YES	100%
(mt) mediatemple	NO	YES	NO	NO	NO	NO	NO	50%
PANTHEON	NO	YES	NO	NO	NO	NO	NO	50%
Pressable	NO	YES	NO	NO	NO	NO	NO	100%
SiteGround	YES	YES	NO	NO	YES	NO	NO	100%
WP engine	YES	YES	NO	NO	YES	YES	NO	100%
ZNETLIVE	NO	NO	NO	NO	NO	NO	NO	50%

The performance of your website can be greatly affected by the location of the DC that hosts your website as well as the location of your audience. When selecting a data center location, pick one that is closest to most of your audience is. For example, if 75% of your audience is located in Frankfurt Germany then picking a DC in Frankfurt would provide much lower latency than choosing a DC located in North America.

Even if 100% of your users are located in the same area as your site's data center you will still want to utilize a CDN to provide the best possible performance regardless of where your audience is.

To summarize, choosing the closest data center to your audience is important for minimizing the latency when delivering dynamic content (PHP generated content dynamically, which can't be cached easily) but

is not a final solution for offering the best performance to users all over the globe. To offer excellent performance across the globe you'll also want to use a CDN in addition to a well selected DC location if you want to minimize the latency of dynamic and static content for your site.

With reference to the overview of datacenter locations each provider offers (see page 32), many providers offer additional CDN services to further enhance global reach. More details on CDN offerings will be covered in the upcoming performance features section.

Providers with at least 2 data centre locations in unique regions receive 100%. Providers with less than 2 data centre locations in unique regions receive 50%.

> CDNs help to deliver excellent response times to users worldwide, however for some content that's not easily cachable, the location of your server can make a big different in performance. The table on the previous page highlights the locations offered by each provider.

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4.9 Performance

Company	Server Level Caching	HTTP/2	gzip Compression	Premium DNS	First Byte at or under 300ms in at leaset 1 location?	CDN Available	CDN Management	Category/ Percentage
1&1 IONOS	YES	YES	YES	YES	NO	YES	YES	86%
34SP.com	YES	YES	YES	YES	NO	NO	NO	57%
A2 HOSTING	YES	YES	YES	YES	NO	YES	YES	86%
bluehost	YES	YES	YES	YES	NO	PARTIAL	NO	64%
Conetix	NO	YES	YES	YES	NO	YES	NO	57%
DreamHost	NO	YES	YES	YES	NO	YES	NO	57%
FLYWHEEL	YES	YES	YES	YES	YES	YES	YES	100%
GoDaddy	YES	NO	YES	YES	NO	YES	YES	71%
HOSTINGER	YES	YES	YES	YES	NO	YES	YES	86%
HOSTPRESS	YES	YES	YES	YES	YES	NO	NO	71%
Kinsta	YES	YES	YES	YES	YES	YES	YES	100%
(mt) mediatemple	NO	NO	YES	YES	NO	YES	NO	43%
PANTHEON	YES	YES	YES	YES	YES	YES	YES	100%
Pressable	YES	YES	YES	NO	NO	YES	YES	71%
SiteGround	YES	YES	YES	YES	NO	YES	YES	86%
WP engine	YES	YES	YES	YES	NO	YES	YES	86%
ZNETLIVE	NO	YES	NO	YES	NO	YES	PARTIAL	50%

Features

A Server Level Caching

Server level caching is a great way to provide a significant performance boost to most websites that contain a lot of static content (images, css, html). While CDNs also perform caching, it's nice to have server level caching by default. WebPageTest was used to determine if any type of caching of static content was enabled for each provider. Any provider who received a 'B' or higher for 'cache static content' receive a 'yes'. Providers who neither implement nor offer some type of server level caching receive a 'no'.

B HTTP/2

HTTP/2 Is the latest major revision of the HTTP protocol. HTTP/2 must be enabled either by the hosting provider (for server level HTTP/2) or the CDN provider. WebPageTest was used to check for the use of HTTP/2, providers who implement this by default receive a 'yes' while providers who do not enable this receive a 'no'.

C Gzip Compression

Compressing content before it gets sent to the end user's browser is critical for providing the best possible performance for your users. WebPageTest was used to check for the use of compression, providers who implement this by default receive a 'yes' while providers who do not enable this receive a 'no'.

D Premium Domain Name System (DNS)

Providers who offer a fully featured DNS service receive a 'yes'. If the provider makes it hard to point DNS to their infrastructure without reaching out to support or offers very restricted DNS / domain features (like adding a parked domain, add-on domain or subdomain) they receive a 'no'.

E First Byte at or under 300ms in at least 1 location?

First byte time, also known as 'time to first byte', is the number of milliseconds it takes for the end user's browser to receive the first byte of the response from the webserver. An ideal website will respond in under 300 milliseconds (according to numerous ecommerce studies). WebPageTest was used to measure First Byte time from four different locations (North America, Europe, Singapore, and Australia). Each location ran 9 total tests and we looked at the mean response times.

If a provider's site had a First Byte time of under 300 milliseconds from any one of the four locations, they receive a 'yes'. Providers who did not offer a First Byte time that was under 300 milliseconds receive a 'no'. Please see the performance benchmark section on page 34 for more detailed performance results.

F Content Delivery Network (CDN) Available

Providers who offer a CDN with the selected WordPress plan receive a 'yes'. Providers who are simply pointing to a 3rd party ISV receive a 'no'.

G CDN Management

Providers who offer a CDN that's integrated into a control panel receive a 'yes'. Providers who simply partner with a CDN provider but offer no integration other than a link to the 3rd party service receive a partial score. Providers who do not offer a CDN at all receive a 'no'.

Performance Features

Provider	Value
1&1 IONOS	86%
34SP	57%
A2 HOSTING	86%
BLUEHOST	64%
CONETIX	57%
DREAMHOST	57%
FLYWHEEL	100%
GODADDY	71%
HOSTINGER	86%
HOSTPRESS	71%
KINSTA	100%
MEDIATEMPLE	43%
PANTHEON	100%
PRESSABLE	71%
SITEGROUND	86%
WP ENGINE	86%
ZNETLIVE	50%
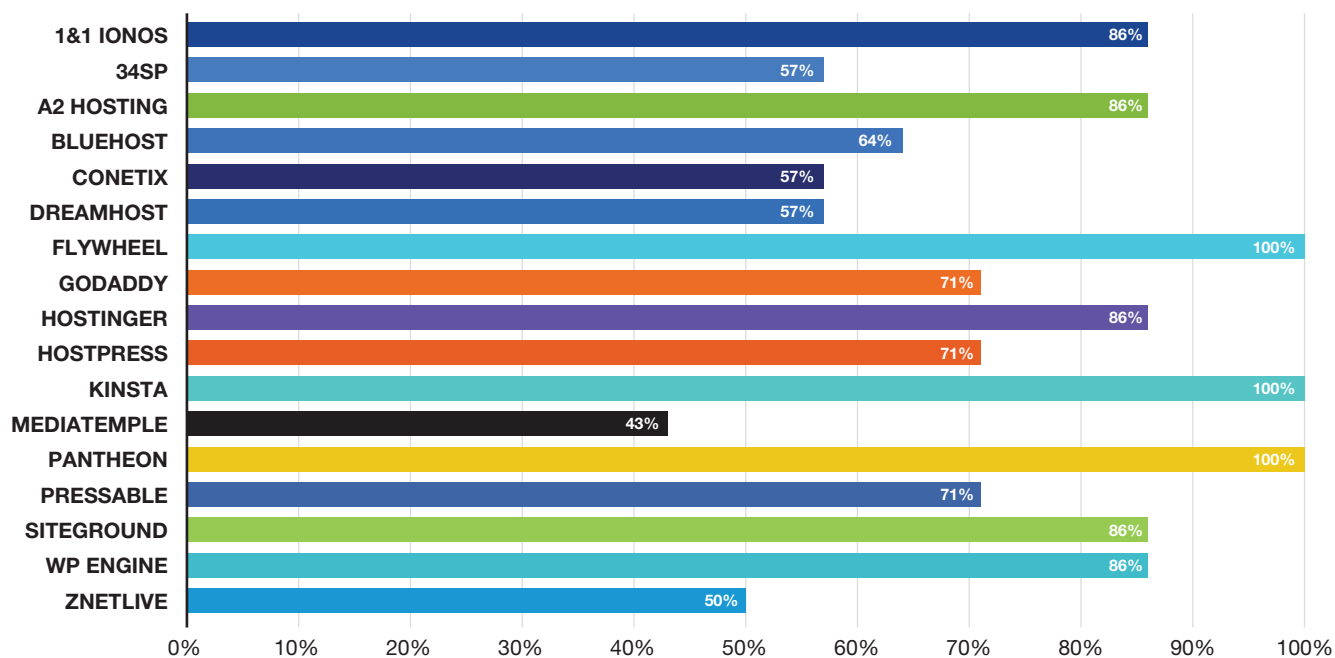
TOP PERFORMERS 2019

This section highlights the top performers for each Managed WordPress category. None of the providers in our feature benchmark achieved top scores across all nine categories so you need to determine which feature sets are most critical for your needs before selecting a provider. Overall, we saw impressive results and have summarized the top performers by our nine categories below!

DETAILED PERFORMANCE BENCHMARK

—

Speed and performance play a major role in the success of any online business. Website performance is about retaining users, improving conversions, making customers happy and grow your business. If you're running an ecommerce site, the statistics are even harder to ignore.

According to Forbes 40 % of users are likely to abandon a site if it doesn't load within three seconds or less and these prospects will most likely never return to this site. Google penalizes slow and poorly performing websites from an SEO perspective and downgrades search engine rankings. Comparing features of managed WordPress plans is only one part of the story. To complete the benchmark, we also need to analyze how each provider handles various level of traffic in real time.

Terminology

Concurrency

This is a variable set when running Apache Benchmark. It represents the number of multiple concurrent users that are connected to your application, requesting content as quickly as possible – but not all at once.

Requests Per Second (RPS)

This metric represents the number of requests the webserver can respond to within 1 second. Sites with higher RPS will be able to handle more traffic than sites with lower RPS. Think of a request as a response to a GET / Page view from a user.

95% Latency / Response Time

This represents the response time observed for 95% of the requests sent during the test. Think of this as '95% of my users will experience a response time of X (or lower)'. The latency will increase as test concurrency is increased until the server is unable to keep up with the incoming requests.

Apache Benchmark Test Set-up

Apache Benchmark is set up on multiple Digital Ocean droplets running in North America (New York), Europe (Frankfurt) and Asia (Singapore). Each provider is tested from each DC location to determine which provider offers the best performance at various levels of concurrent requests from simulated users.

For each test, the following configurations were used:

Configuration

WordPress versions: 5.1.1 (latest version at time of testing, which was Feb - May 2019)

- PHP version: Provider default version, which was 7.1 or later for most providers other than Hostinger, which uses 5.6)
- Caching: Provider default, if caching was enabled automatically it was left enabled and settings were left at default settings
- Plugins: Provider default. No plugins were added or removed
- Digital Ocean 4vCPU, 8GB
- RAM Compute Optimized Droplet were used for the AB test nodes

Modifications

The only modifications made to the sites are as follows:

- Set theme to twenty nineteen
- Updated all plugins (if the provider pre-installs plugins, those were left enabled)
- All test results in this presentation were generated by importing an XML with multiple posts containing images, comments and other content. All comments were approved, and all plugins were left as is.

Results

The results simulate the performance of content rich sites which is generally much lower than an out of box WordPress install (for obvious reasons).

> "
> 40% of people abandon a website that takes more than 3 seconds to load.
> "
>
> **Neil Patel**

2 GEOs (AMER & EMEA) - A solid balance

Why geography can matter.

This chapter covers performance results from two prominent and big subregions: North America (USA and Canada) and Europe (Western Europe). In order to keep this analysis to a reasonable size we have summarized only a few key findings obtained from the full benchmark result set. Stay tuned for a follow up analysis that's all about performance!
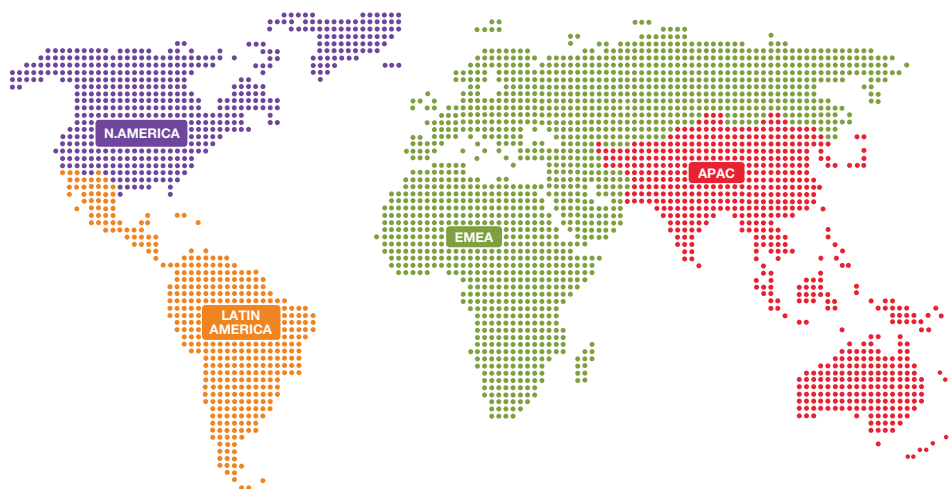
In the upcoming charts you will see proof that the location of the end user and the data center have a large impact on performance. North American providers tend to offer better performance than European providers, at least when accessing sites from North America. The same is true for European providers who tend to perform the best when you access the sites from within Europe.

North America (NA) - Very High Traffic

NA - Requests Per Second - 512 Concurrent Requests

Provider	Requests per second
SITEGROUND	6430
WP ENGINE	3849
1&1 IONOS	2836
KINSTA	2473
PRESSABLE	1880
PANTHEON	1725
34SP	962
DREAMHOST	848
HOSTPRESS	533
A2 HOSTING	380
GODADDY	368
MEDIATEMPLE	326
FLYWHEEL	291
CONETIX	96
ZNETLIVE	49
HOSTINGER	32
BLUEHOST	2

Request per second - Higher is better

NA - 95% Response Times - 512 Concurrent Requests

Provider	95% response times in MS
SITEGROUND	201
1&1 IONOS	685
PANTHEON	987
HOSTPRESS	1487
PRESSABLE	1574
WP ENGINE	1711
34SP	2598
A2 HOSTING	2717
KINSTA	4044
GODADDY	4243
MEDIATEMPLE	4640
DREAMHOST	5365
CONETIX	7528
FLYWHEEL	7764
ZNETLIVE	10949
BLUEHOST	14088
HOSTINGER	14642

95% response times in MS - lower is better

NA Stress Target	Connection Errors
A2 Hosting	0
BlueHost	0
Conetix	0
DreamHost	0
Flywheel	0
Pressable	0
Pantheon	0
Hostinger	1
GoDaddy	3
SiteGround	67
MediaTemple	194
ZNetLive	392
Kinsta	600
HostPress	825
1&1 IONOS	3118
34SP	3262
WP Engine	4777

Only 6 of the providers achieved over 1000 requests per second when testing from North America.

Only 8 of the providers were able to deliver response times of 3 seconds or lower at this traffic level.

Being able to stay online during a traffic spike is one thing, but delivering quick page load times during traffic spikes is critical if you want to keep your customers happy and accelerate sales conversion.

EU - Requests Per Second - 512 Concurrent Requests

Provider	Requests per second
SITEGROUND	1900
PANTHEON	1171
WP ENGINE	1114
1&1 IONOS	1003
34SP	641
A2 HOSTING	516
PRESSABLE	444
GODADDY	318
MEDIATEMPLE	265
KINSTA	258
HOSTPRESS	210
FLYWHEEL	197
DREAMHOST	101
CONETIX	84
ZNETLIVE	19
BLUEHOST	0
HOSTINGER	0

Request per second - Higher is better

EU - 95% Response Times - 512 Concurrent Requests

Provider	Response time (MS)
PANTHEON	464
1&1 IONOS	512
WP ENGINE	590
A2-HOSTING	1182
SITEGROUND	1249
PRESSABLE	1400
GODADDY	1968
MEDIATEMPLE	2884
34SP	2959
KINSTA	3223
FLYWHEEL	6013
HOSTPRESS	6436
DREAMHOST	6531
CONETIX	7014
ZNETLIVE	12313
BLUEHOST	0
HOSTINGER	0

95% response times in MS - lower is better

EU Stress Target	Connection Errors
A2 Hosting	0
Conetix	0
DreamHost	0
Flywheel	0
GoDaddy	0
HostPress	0
MediaTemple	0
Pantheon	0
Pressable	0
SiteGround	5
ZNetLive	263
Kinsta	2814
34SP	9357
1&1 IONOS	14963
WP Engine	16218
BlueHost	Failed
Hostinger	Failed

Only 4 providers achieved 1000 requests per second or higher when testing from Europe.

9 providers delivered response times of 3 seconds or less when testing from Europe.

By total score the winners of this benchmark are SiteGround, WP Engine and HostPress, offering more than 80% coverage of the WordPress friendly features in combination with the Apache Benchmark performance results. However, we were impressed to see that all providers in this analysis offer more than 50% of the most wanted WordPress features that also include performance.

Managed WordPress Benchmark – Total Results

Provider	Percentage
SITEGROUND	88%
WP ENGINE	88%
HOSTPRESS	83%
KINSTA	80%
GODADDY	78%
FLYWHEEL	75%
CONETIX	75%
A2 HOSTING	73%
ZNETLIVE	69%
BLUEHOST	68%
PANTHEON	67%
34SP	62%
MEDIATEMPLE	58%
1&1 IONOS	57%
PRESSABLE	57%
DREAMHOST	55%
HOSTINGER	52%

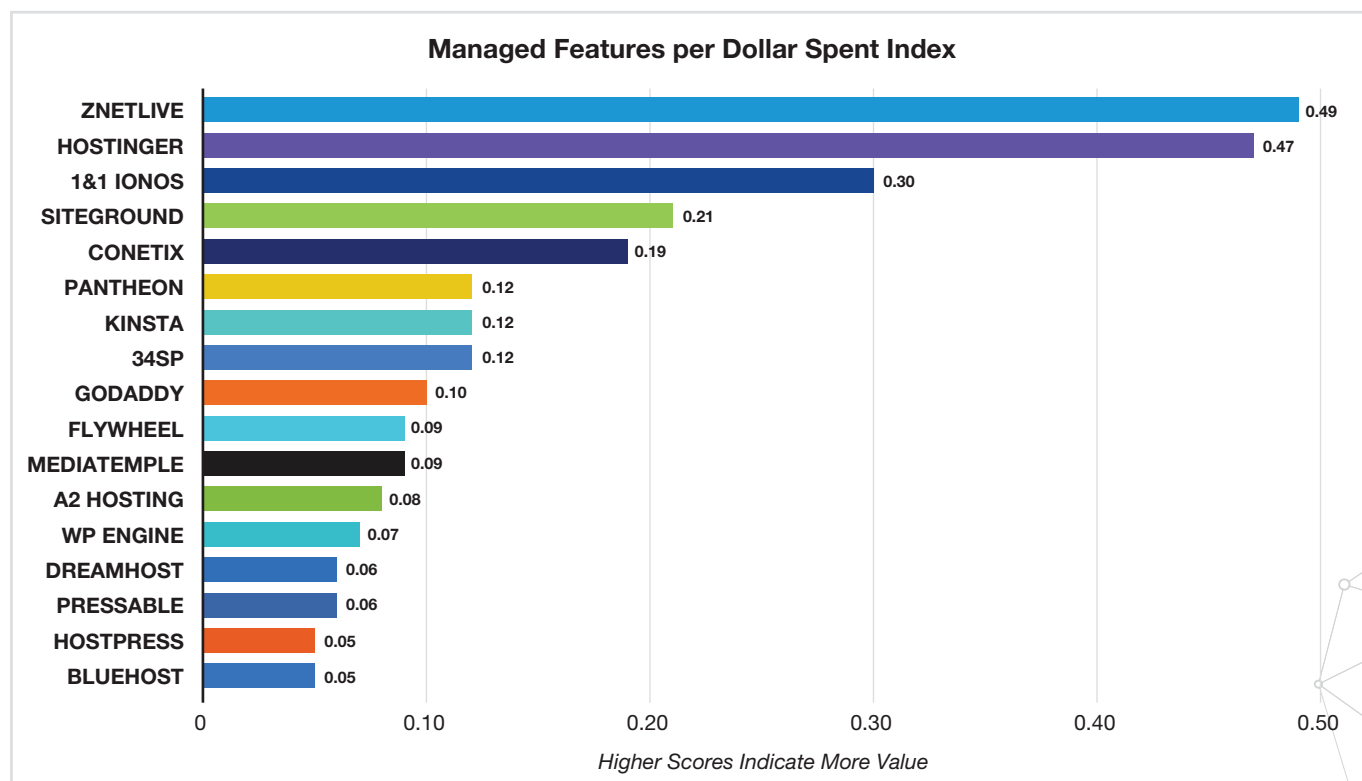*Percentage of Managed Features Offered*
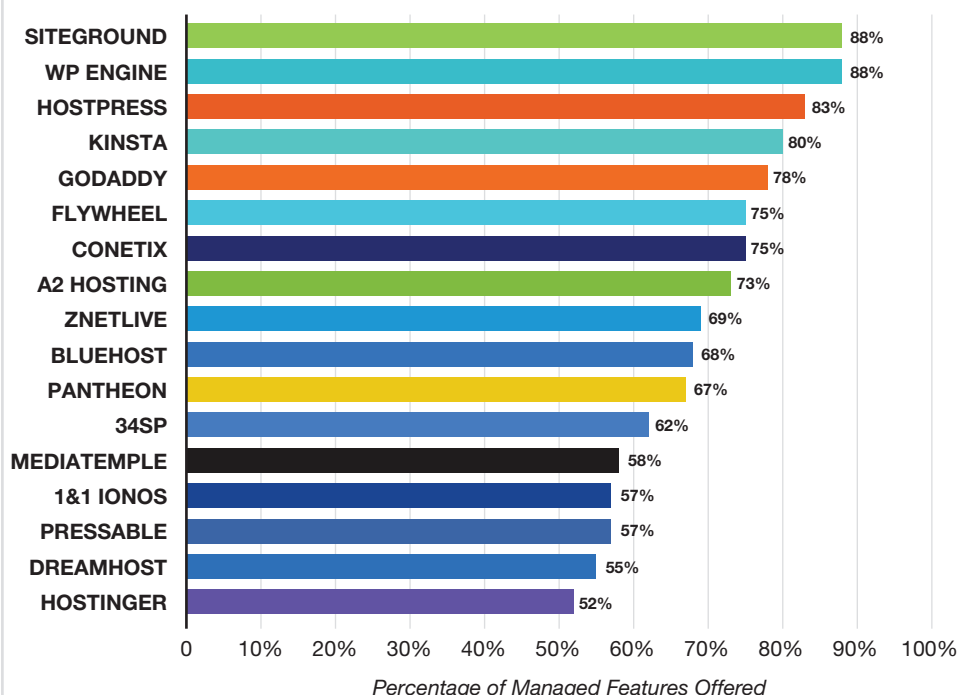
SUMMARY

It's clear that finding a hosting plan that best meets the needs of a business is not easy. Every business is different and the budget a business owner can spend for managed hosting services varies, too. More features are always nice to have but not necessarily a priority.

To complete this analysis we felt it was worthwhile to also look at the value for the money. If your business is just taking off, or is on a lean budget, or simply caters a low cost audience as the owner you might be interested in the WordPress features, and performance you get per dollar spent.

When budget matters the winners are ZNetLive, Hosting and 1&1 IONOS who are providing you with more 'bang for your buck'. As said in the beginning, there's a Managed WordPress Provider for everyone!

Managed Features per Dollar Spent Index

Provider	Score
ZNETLIVE	0.49
HOSTINGER	0.47
1&1 IONOS	0.30
SITEGROUND	0.21
CONETIX	0.19
PANTHEON	0.12
KINSTA	0.12
34SP	0.12
GODADDY	0.10
FLYWHEEL	0.09
MEDIATEMPLE	0.09
A2 HOSTING	0.08
WP ENGINE	0.07
DREAMHOST	0.06
PRESSABLE	0.06
HOSTPRESS	0.05
BLUEHOST	0.05

Higher Scores Indicate More Value

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