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# Company Backgrounder



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# Contents

**Overview 1**

**Our Vision & Mission 1**

**DreamHost's Core Values 2**

**Headquarters 3**

**Partners 3**

**Board of Directors 4**

**Products and Solutions 5**

# Overview

DreamHost is a premier Managed WordPress hosting provider, giving over 400,000 businesses, developers and content creators worldwide the tools they need to own their digital presence. Powered by a strong team of industry experts with nearly two decades of advanced web experience, DreamHost is a leader in Managed WordPress hosting. Supporting the open source community with dedicated resources and top-tier talent, DreamHost believes in the power of the Open Web and the people that make it happen. Founded in 1997, DreamHost has offices in Los Angeles and Orange County, California, and in Portland, Oregon. Learn more at [DreamHost.com](https://www.dreamhost.com).

## Our Vision & Mission

We believe in a world where people have the freedom to choose how their digital content is shared.

Our mission is to provide personalized guidance to businesses to help them attract, captivate, and grow customers online by using our full suite of web and marketing tools, curated roadmaps, and intelligent analytics.

- **Open source is in our DNA:** We support WordPress, a powerful open source content management system for the web. We help to make WordPress better with code, community contributions, and expert-level support.
- **Real support 24/7/365:** Our award-winning in-house support staff is available to you all day, every day, via live chat, email, and social media.
- **Over 400k+ happy customers:** Since the dorm room back in 1997, our customer count has grown to over 400,000, spanning throughout more than 100 countries. That's nuts, right?
- **1.5 million+ websites:** DreamHost proudly hosts over 1.5 million websites, WordPress blogs, and applications for designers, developers, small businesses, and more.
- **750k+ WordPress installations:** We've been hosting WordPress websites and blogs since the beginning. Our friendly in-house WordPress experts are here to help you do amazing things!

# DreamHost's Core Values

## Embrace Open Source

Open source gives opportunities for growth, criticism and accountability. We not only leverage the work of others but contribute code back to larger projects that benefit all users—not just ourselves and our customers. That's the beauty of the open source world.

## Speak Hacker

At DreamHost we like to ask questions and then figure out the answers because we enjoy finding creative solutions through a combination of free thinking, free speech, and, of course, free software. Simply put, we speak hacker.

## Be Irreverent and Fun

While we take our customers and the services we provide very seriously, we don't take OURSELVES so seriously that dealing with us becomes an exercise in political correctness. Life has "edges." We tend to hangout around those edges in the way we do business, and that's evident in the way we communicate.

## Empower people

We believe in giving customers the right tools they need to achieve their dreams online. By empowering our employees to be truly helpful, we also empower our customers with products and services they need to do their business, their way... and that's what it's all about!

## Give Everyone a Voice

Everyone at every level of the organization has a voice at DreamHost! We all bring our own unique perspective and experience to every conversation, and having those diverse inputs leads to better problem solving and more productive teams. Being able to influence and inform key decisions is an important part of feeling valued at work!

## Provide Superhero Service

We provide data storage and bandwidth at a reasonable price supported by round-the clock tech support and state-of-the-art data centers. We hire authentically super people, because we believe that empowered employees can make better decisions and deliver top-shelf service. We cultivate employee development with significant investment to grow the knowledge base and skillset of our employees.

## Practice Shameless Honesty

Anyone can say that they're open and honest, but at DreamHost we take it to extremes. We're a gaping hole from which truth oozes, white hot, and which ultimately brings us closer together. Being transparent with each other and with our customers is a surefire way to build trust, mutual respect, and, if we've had enough wine, love.

## Practice Flexibility

With a full spectrum of hosting services, our flexibility extends beyond our customer offerings and is deeply ingrained in our culture as well. We've been known to bend into all sorts of uncomfortable positions to serve customers and our employees better!

## DreamHost Design System

This documentation offers the design specification and components to implement our communications and products: [dreamhost.design](https://dreamhost.design)

## Headquarters

135 S State College Blvd,  
Brea, CA 92821



## Partners



# Board of Directors



## **MICHAEL RODRIGUEZ, CO-FOUNDER & CEO**

Michael brings senior leadership experience as the founder and CEO of DreamHost. Before founding DreamHost in 1997 with a group of close friends, he started his career as a programmer for a local educational software company. After meeting classmates who became his business partners at DreamHost in the mid-90s, he has spent the next two decades growing DreamHost into a leader in software and product development whose output includes a managed application platform that helps customers find success by leveraging open source software like WordPress.



## **SAGE WEIL, CO-FOUNDER**

Sage built much of DreamHost's early infrastructure during and after his time as an undergraduate at Harvey Mudd College in Claremont, California. Pursuing his interest in large-scale storage, Weil worked toward his PhD at the University of Santa Cruz where we developed Ceph—the open source storage platform designed to gracefully store petabytes of data across thousands of servers. Serving as chief technologist at Inktank, Ceph's professional services arm, Weil later joined RedHat when Inktank was sold to RedHat in 2014 for \$175M.



## **DALLAS KASHUBA, CO-FOUNDER, BOARD CHAIRMAN**

Dallas Kashuba co-founded DreamHost in 1997 and has worn many hats at the company, always with an eye toward emerging open web technologies. Kashuba has dedicated most of his time to making sure DreamHost stays committed to its democratic principles and open source foundations. Early in his career he worked with a company called BoxTop doing design, programming, and hosting for big name websites. Dallas' professional experience, affinity for facial piercings and lack of appreciation for personal space have helped create a company where people don't let egos get in the way. Kashuba holds a degree in Computer Science from Harvey Mudd College.

# Products and Solutions

## Managed WordPress Hosting

Our Managed WordPress Hosting solution, DreamPress, offers customers worry-free website hosting designed for WordPress' unique needs. They can leave site migration, WordPress installation, security and update management, and server performance optimization to us and focus on what matters most—growing their businesses.

## Website Builder

Remixer, our click-to-edit website builder, walks customers step-by-step through the creation, design, and customization of their own websites with no technical knowledge required. It's a key tool for many, allowing them to quickly launch the site they need to help their businesses grow. There's no limit to the number of sites users can build with Remixer.

## Shared Hosting

With unlimited storage options, unlimited traffic, and free SSL certificates from Let's Encrypt, our shared hosting plans allow customers to create a powerful web presence at an affordable price. Plus, around the clock in-house customer support means they won't have to worry about downtime.

## Virtual Private Servers

Our VPS plans allocate guaranteed resources to domains running even the most demanding websites or apps, giving them unrivaled power, low latency, and high performance. Included with each VPS plan are SSDs, email, free 1-click encryption certificates, unlimited domain hosting, domain privacy, and many other powerful features.

## Dedicated Servers

Our fully managed dedicated server hosting is perfect for high traffic websites, large ecommerce websites, agencies with high profile clients and reseller hosting. With plenty of room to grow, customers won't have to worry about RAM, disk space or bandwidth ever again.

## Domain Names

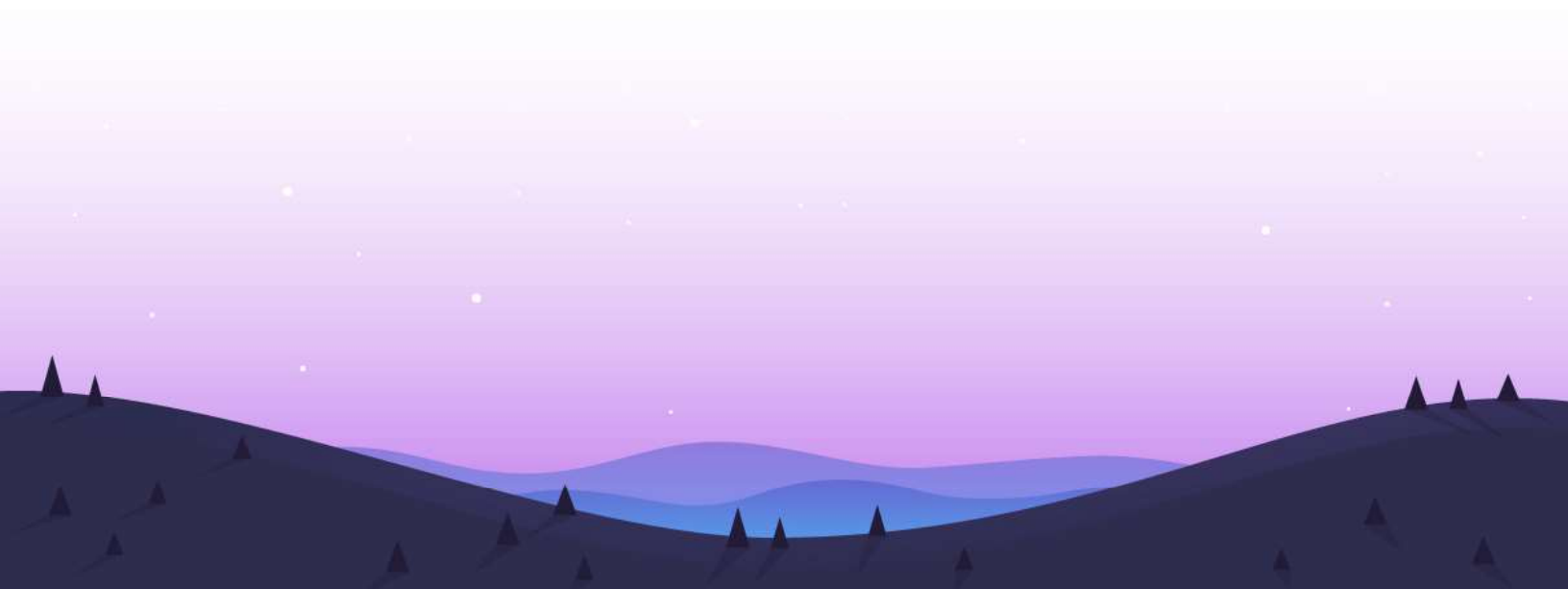
Customers can search for new domains and register them with DreamHost. They benefit from free private registration, free subdomains, simplified domain transfers and easy domain management from an ICANN-accredited registrar.

## DreamCompute

Cloud computing is a powerful and cost-effective way to obtain complete hosting flexibility. Users can use DreamCompute to spin up virtual machines in under a minute with the Linux OS of their choice. Carefully engineered around OpenStack and Ceph, DreamHost supports standard APIs and the most popular developer tools. With usage-based utility pricing, users are charged for exactly the resources that they use—and not a cent more. All accounts come with 100 GB of block storage and free bandwidth.

## DreamObjects

DreamObjects is an inexpensive service great for hosting files, storing backups, and acting as a storage backend for web apps. Powered by the open source file system, Ceph, and S3 compatible, DreamObjects provides fully scalable storage, reliable redundant servers, and 24/7 chat and email support.



# Managed WordPress Hosting

Our Managed WordPress Hosting solution, DreamPress, offers customers worry-free website hosting designed for WordPress' unique needs. They can leave site migration, WordPress installation, security and update management, and server performance optimization to us and focus on what matters most—growing their businesses.

## Extreme Speed with Built-in Caching

Site caching is integrated into the DreamPress stack, so users don't have to worry about configuring complicated plugins or figuring out which ones work best for their sites.

With one-click purge they can flush their cache on-demand, ensuring visitors are seeing the latest version of their site. Users can also temporarily pause caching when developing and we'll switch it back on after 24 hours, allowing them to develop in confidence. Additionally, we apply caching to both the website and the hosting environment to optimize page speeds across the entire stack.

## Extra Protection with Staging & Backups

Thanks to comprehensive Backup & Restore tools, customers can boldly test and make changes—and if anything ever goes wrong, a fresh backup is always just a click away. Users can create a copy of their site with a single click, making it an easy way to launch experiments—and quickly restore if needed. Automated daily backups are also available.

## WordPress Staging Made Simple

Staging allows customers to create a copy of their site in a "sandbox" environment—with a single click—where they can experiment and preview changes without it affecting what their visitors see. When they're ready, they can push changes to the live site, again with a single click.

## Free Professional Site Migration

We'll import existing WordPress sites to DreamPress within 48 hours without any interruption in service.

## 24/7 Expert WordPress Support

We proactively monitor customer websites looking for the most common signs of trouble. Our WordPress specialists offer advanced troubleshooting, and are fully empowered to dive in to fix things when you need them!





# Website Builder

Remixer, our click-to-edit website builder, walks customers step-by-step through the creation, design, and customization of their own websites with no technical knowledge required. It's a key tool for many, allowing them to quickly launch the site they need to help their businesses grow. There's no limit to the number of sites users can build with Remixer.

## Gorgeous themes and easy customizations

Start with one of our professionally-crafted themes and customize the look with an intuitive web-based interface that eliminates the need for complicated coding. Customers can choose fonts and colors that perfectly match their unique brand.

## Stunning Filters and Image Editing

Customers can access gorgeous, royalty-free, professional photos via Pixabay then use our image editor to apply filters, scale, and crop those images to make their sites pop! Or they can add their own photos and other media to their sites through their own media library.

## Export to WordPress Easily

Say hello to the Open Web and goodbye to vendor lock-in! Remixer users can export any website created within Remixer to WordPress, the web's most popular content management system. Add even more functionality to your sites with WordPress plugins!



# Shared Hosting

With unlimited storage options, unlimited traffic, and free SSL certificates from Let's Encrypt, our shared hosting plans allow customers to create a powerful web presence at an affordable price. Plus, around the clock in-house customer support means they won't have to worry about downtime.

## Cost Effective

Entry-level shared hosting is where most entrepreneurs start their journey. Our "Shared Starter" package is the absolute least expensive way to bring a single website online—and upgrading to something with a little more power is just a click away.

## Extreme Speed & Reliability Standard

Performance comes standard with our Shared hosting plans, thanks to best-in-class architecture and incredible uptime. We pair top-notch technology with our 100% Uptime Guarantee and always-there-for-you customer support.

## Fast Solid-State Storage

With lightning-fast SSDs, your website, caching, and database queries are 200 percent faster than traditional, spinning hard drives.

## Optimized Servers

We've designed all of our services with the needs of web apps and high-performance websites in mind. From our servers to database software, all our tech is built to run WordPress and other popular web apps like a dream, meaning customers get the best configurations for their websites. Plus, automatic updates and one-click installs makes integration seamless.

## 100% Uptime Guarantee

We're so confident in our high-tech systems (multiple datacenter locations, redundant cooling, emergency generators, and constant monitoring) that our 100% Uptime Guarantee will put money back in customers' pockets if their site goes down.

## Powerful 1-Click Installer

For users who are new to web hosting, creating a website from scratch can feel like an impossible task. Choose from a variety of pre-assembled apps and let our nifty 1-click installer do the work!

## Automated Backups

DreamHost makes backing up a site easy—we create automatic backups of your WordPress website every day.

## Free Email Addresses

Custom, personalized email addresses are essential to presenting a professional image, and our email management tools make it easy to put your best foot forward.

## Monthly Payment Options

With our monthly payment option there are no contracts or commitments! Opt for monthly billing and receive the full benefits of our hosting with the freedom to move!



# Virtual Private Servers

Our VPS plans allocate guaranteed resources to domains running even the most demanding websites or apps, giving them unrivaled power, low latency, and high performance. Included with each VPS plan are SSDs, email, free 1-click encryption certificates, unlimited domain hosting, domain privacy, and many other powerful features.

## Managed

Our world-class Technical Support and Operations teams keep customers' servers running and up-to-date with regular security patches, OS updates, and more. Our in-house technical support team is on standby to diagnose and solve any issues a customer may encounter, no matter how basic or complex.

## VPS Control Panel

The DreamHost control panel is straightforward and simple. We're a company run by developers—we build and maintain websites ourselves, and our industry-leading control panel shows it.

## 100% Uptime Guarantee

DreamHost users are accustomed to industry-leading uptime. We're so confident in our infrastructure, we offer a 100% uptime guarantee.

## Unlimited Website Hosting and Bandwidth

Host an unlimited number of domains and websites on your VPS server. There are no limits on the amount of traffic your VPS-hosted site or app can receive.

## Scalable RAM

Customers start with 1GB of RAM but can easily scale up from within their VPS control panel if their needs require it.

## Reseller and Sub Account Features

Create an unlimited number of sub accounts to help you manage client accounts, client and contractor website access, server user accounts, and billing.

## SSL/TLS Certificate

Customers receive free secure certificates through the Let's Encrypt project.



# Dedicated Servers

Our fully managed dedicated server hosting is perfect for high traffic websites, large ecommerce websites, agencies with high profile clients and reseller hosting. With plenty of room to grow, customers won't have to worry about RAM, disk space or bandwidth ever again.

## Extreme Performance

Dedicated servers from DreamHost use the best hardware available and up-to-date software to ensure user sites are always online, and always performing at their best. Our servers come with either HDD or SSD hard drives for lightning-fast loading times. Customers can use server resources as they choose, limited only by the capabilities of their physical hardware. Around-the-clock DDoS protection and 2N+2 power redundancy come standard.

## Intuitive Management

Our custom control panel allows customers to manage everything from one place, giving them full root and shell access (SSH) for maximum control. They can also reboot or powercycle their server whenever it's needed.

## Reseller and Sub Account Features

Create an unlimited number of sub accounts to help you manage client accounts, client and contractor website access, server user accounts, and billing.

## 100% Uptime Guarantee

Made possible by our multiple datacenter locations, redundant cooling, emergency generators, and constant monitoring

## 24/7/365 Expert Support

Our experts are on standby for friendly, pro-level support 24/7, 365. No question is too simple or too complex.



# Domain Names

Customers can search for new domains and register them with DreamHost. They benefit from free private registration, free subdomains, simplified domain transfers and easy domain management from an ICANN-accredited registrar.

## Free Private Registration

We believe people should be able to control how much of their personal information is shared online. Our WHOIS Domain Privacy is included at NO COST (for the life of the domain) and renews automatically.

## Domain Transfers Made Easy

Customers can stop wasting money on private registration fees by consolidating all of their domains under one account by transferring to DreamHost.

## Simple Domain Management

A single page in our customer control panel makes it possible to manage domains, edit DNS records, setup domain forwarding, and more.



# DreamCompute

Cloud computing is a powerful and cost-effective way to obtain complete hosting flexibility. Users can use DreamCompute to spin up virtual machines in under a minute with the Linux OS of their choice. Carefully engineered around OpenStack and Ceph, DreamHost supports standard APIs and the most popular developer tools. With usage-based utility pricing, users are charged for exactly the resources that they use—and not a cent more. All accounts come with 100 GB of block storage and free bandwidth.

## Speed Like No One Else

Thanks to smart architecture based on SSD disks, accelerated networks and fast next-gen processors, virtual machines can be spun up in less than 30 seconds, on average.

## Use Preferred Devops Tools

Customers can create servers automatically with OpenStack-compatible API requests via command line tools and programming libraries in many languages.

## Full Root and Full Control

There are virtually no limits in the operating system choice or software versions that customers can run. While Linux images are provided, DreamCompute can run most user-uploaded operating systems including Linux, BSD, or even Microsoft Windows.

## Scalability for Growth

If business needs grow enough for customers to justify running their own private clouds, we can help. Say goodbye to “black box” infrastructure—DreamCompute is based on open technologies, and user data is entirely transportable. We'll even will help users migrate customer workloads to their own private cloud when the time comes.



# DreamObjects

DreamObjects is an inexpensive service great for hosting files, storing backups, and acting as a storage backend for web apps. Powered by the open source file system, Ceph, and S3 compatible, DreamObjects provides fully scalable storage, reliable redundant servers, and 24/7 chat and email support.

## More than Just Object Storage

DreamObjects is also an inexpensive way to back up or store personal photos, music, video, or other files.

## Web App Development

Ideal for developers needing object storage to augment or replace existing S3 functionality via API. Most software that works with S3 today will work with DreamObjects—only a single hostname change is needed.

## Backup WordPress Sites

Customers can automate WordPress site backups, upload images, and use the Shortcake plugin to display images using the DreamObjects connection plugin.

## Store Files and Media

Users can connect DreamObjects to compatible NAS devices and applications like QNAP, Retrospect, Cloudberry and others to store personal files like music, photos, and even hi-res videos.

