



# CASE STUDY

Domeny.tv





# About Domeny.tv



Domeny.tv is domain registrars with accreditation to register and maintain .pl domains directly in the .pl registry. They operate since 2002 and are one of the major registrars in Poland. In 2022, they have reach over 100k domains under their wing, both for customers located in Poland or abroad.

Domeny.tv is also offering their registration services to international customers. All domains come with administration panel in English, which allows them to register, renew and modify domains 24/7. Additionally, Domeny.tv also offers domain consulting services, trademark protection, brokerage and domain recovery.

[info@dotinum.com](mailto:info@dotinum.com)

# Challenge

For most clients owning a domain name is the **very basis for their business**. Therefore they want to be served quickly and efficiently in such a way that all the services operate according to the offer and without downtime.

Also, they expect the **highest security** of their domains and constant availability of services related to their management.



The website, although continuously in operation since 2003, has been constantly upgraded with new functions, while the existing ones are regularly refined and optimized.

This is due not only to **striving for customer satisfaction**, but above all to the need to keep up with pace of change in the market (domain services are becoming more and more complex, the number of possible domain name extensions rises weekly) and to constant increasing of the system's capacity, which enables us to quickly and efficiently **execute each order** when they become more and more numerous.



# Implementation

We make a constant effort to adapt Domeny.tv to the needs of clients. In order to provide a wide variety of domain names that our client works with, we integrated many different suppliers with clients site. These include NASK, eurID, our partners in global domain names registration, national registries, etc.

We realize that these days a consumer wants to have an uninterrupted access to services and a possibility to manage them themselves whenever the need arises. Therefore, we automated the entire ordering process to the maximum so we could reduce the average time of order execution.

On top of that, we created a functional administration panel which enables customers to easily manage their domain at any time without having to contact customer service team.





## Safety of online services and protection of our clients is our top priority

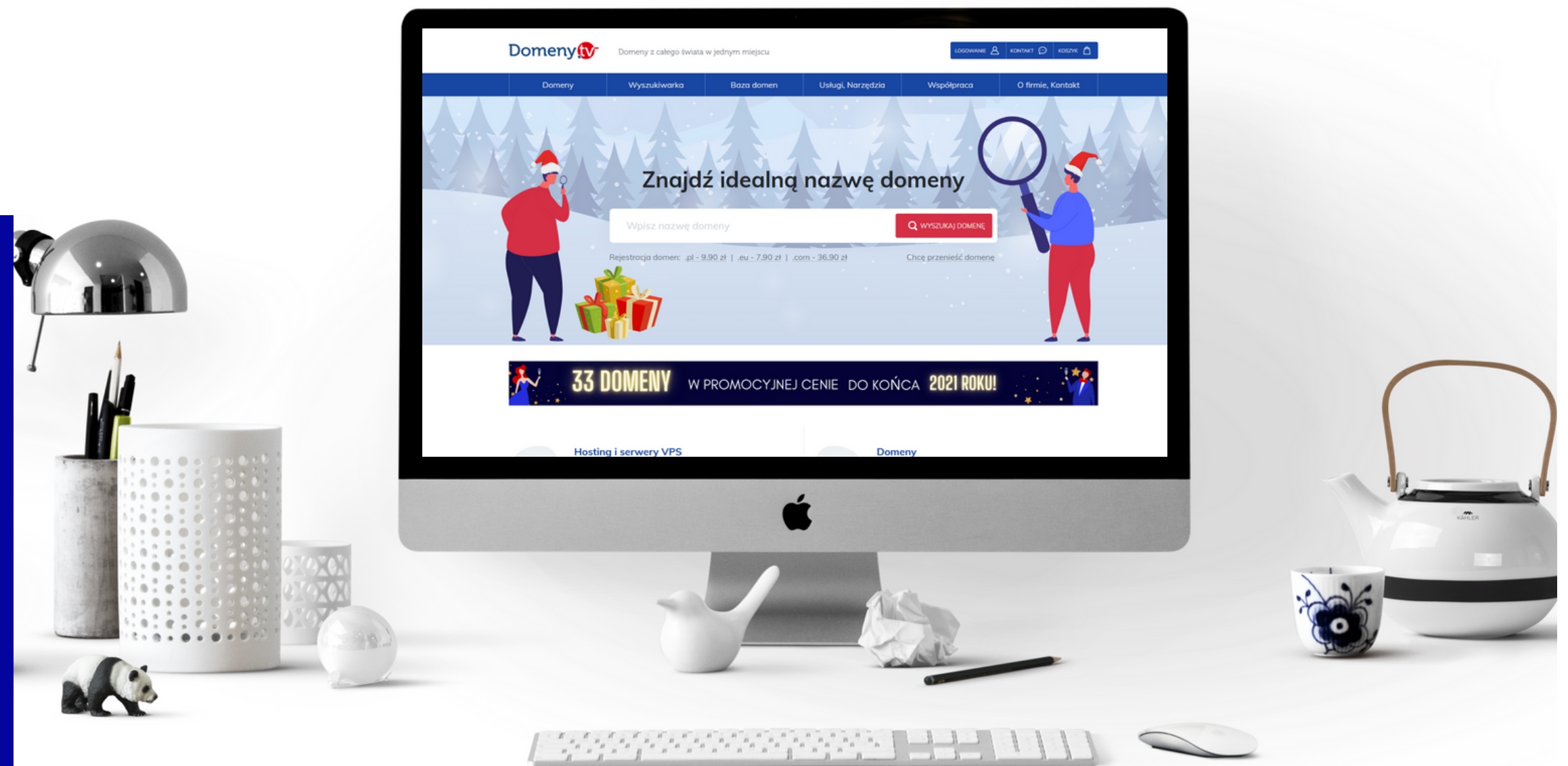
For the convenience of clients we also offer a variety of payment methods: in addition to providing standard methods (wire transfer, debit card) we integrated the site Domeny.tv with such intermediaries as **PayU** or **PayPal**.

As a result, customers can choose the form of payment that suits their needs best. One of the top priority issues in case of online services is security. To ensure domain protection Domeny.tv site is **regularly safety tested**, and all reports of **observed errors or irregularities** are also analyzed in this respect.

It is not enough to install a high-level **SSL certificate**, however it is absolutely necessary. In addition, the entire server architecture must be designed and implemented in such a way that all the critical system components were separated from each other.

A potential significant threat to the domain safety can also be a human error. Hence the **strict procedures for accessing system's critical components** only by authorized persons and after a detailed verification.

# Results



info@dotinum.com

Thanks to continuous improvement of Domeny.tv today we can offer you a fully functional site, a broad selection of domain names (both Polish and foreign), a system guaranteeing their security and a wide range of services that help our customers effectively manage all their domains from one place.

Whatever the case we serve our customers with advice and assistance in solving everyday problems so that they had the best possible experience with using our site without encountering any system failures.

All the measures we take to improve Domeny.tv ensure delivery of top quality services and building trust, which most of our clients decide to use for many years.

[info@dotinum.com](mailto:info@dotinum.com)

- **Wide range of domain names**
- **System guaranteeing security**
- **Top quality services**

**.net**

**.org**

**.com**



Write to us and  
become our next  
happy client...

info@dotinum.com

...or visit our  
website

dotinum.com

