Loadbalancer.org's consultative approach to support
Find out how our support package delivers exceptional value compared to other vendors.

Consultative support – what you're getting

24/7 support and maintenance (or business hours on our basic plan)

Unlimited security updates (see below)

Ongoing feature updates and bug fixes

Unlimited access to highly-trained technical support engineers

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Let's talk security

Now, more than ever security is a major concern for all of us. When it comes to your critical applications, you need to know that potential vulnerabilities can be dealt with quickly and easily. Our products are built on popular open-source software – our strong ties with the development community ensure that we receive advance warning of any security warnings, and can immediately issue fixes to our clients.

At Loadbalancer.org, we believe our support sets us apart from our competitors. But we also understand that vendors exaggerate their support levels – so below, we explain how our support really is different.

Why should I have to pay for support?

- **I never use the helpdesk.** We get it, and hope you never encounter issues with our products. It's still best to have the reassurance a helpdesk offers, and with consultative support you're getting a lot more for your money (see left).

- **I shouldn't have to pay for a product that works.** We completely agree. We've successfully and reliably deployed our products thousands times – and the vast majority of support tickets we deal with aren't related to faults with our products.

- **Why isn't support just included in the price?** Our consultative support is an ongoing, accessible service – as such, it justifies an extra cost.

What this means

- **Support when you need it, whatever the cause.** Our first thought is to fix your problem, not to query your support contract, or lay blame elsewhere when our product isn't at fault.

- **Help from experts in your environment.** For almost 20 years, our technical engineers have amassed a wealth of experience in our client's applications and infrastructure

- **Augment your IT team.** Our mantra is 'zero downtime' and we want to help you achieve just that.

- **Confidence and knowledge.** If required, we'll politely tell you where you're going wrong and help you get back on track.

What does consultative support look like?

Consultative support means our technical engineers are involved with a lot more than just load balancer issues. Here's a detailed breakdown of the types of query they support:

Support tickets by issue
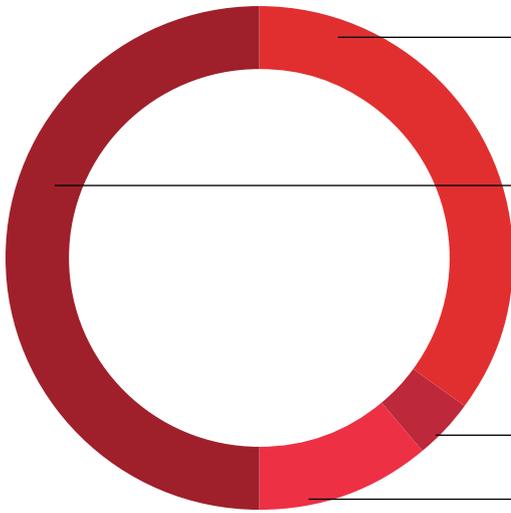
Admin/setup 35% – support tickets involving setup, background advice and requests for documentation.

Client-side 50%

More than half of the support tickets we help to resolve involve issues with our clients' own network, infrastructure or a third-party solution.

Third-party 4%

Load balancer 11% – an issue directly related to our products

Consultative support overview

A support plan from Loadbalancer.org just isn't comparable to what other vendors might offer. Thanks to our unique approach to support, our experienced technical engineers become extended members of your own team, and always available should you need to consult their expertise. Remember, you're not limited to simply asking us about our product – we've been at the heart of thousands of deployments across a wide variety of industries, all over the world, and we want you to be able to tap into that knowledge.

So whether you need an experienced perspective for a complex technology migration, a steady hand to advise on your own infrastructure, or help troubleshooting a bespoke or third-party solution – rest assured that we'll be there beside you, every step of the way – because, for us, it's critical that your critical applications never break.

What our customers think

We know that our approach to support is extremely valuable to our clients – because that's what they tell us.

★REVIEWS.io   **4.91** rating, from nearly **1,000** reviews   ★★★★⯪