

CensorNet expands its business opportunities through partnership with Loadbalancer.org

CensorNet provides its Unified Security Service (USS) to companies in over 70 countries, protecting them against a wide range of threats and data loss. Since entering into a partnership with Loadbalancer.org, the company has been able to meet the needs of a wider range of organizations and expand its business opportunities.



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Richard Walters
Chief Security Strategist, CensorNet

Challenges

- Meet demand from customers for failover capabilities
- Bid for new business with larger customers

Solution

- Loadbalancer.org Enterprise VA R20 virtual appliance
- Loadbalancer.org Enterprise VA MAX virtual appliance

Benefits

- Increased new business opportunities
- High quality employee training
- 24/7, responsive support
- A value-adding solution for end customers

Challenges

CensorNet provides a Unified Security Service that includes email security, web security, a cloud access security broker (CASB) and multi-factor authentication (MFA) on a single cloud platform. As part of this service, the company typically installs its gateway software on a single virtual server at each customer's premises. However, customers were increasingly asking CensorNet for a failover capability, and larger organizations, with more than 5,000 employees, needed to balance the CensorNet gateway application across multiple servers.

Initially, CensorNet responded to such requirements by creating bespoke solutions, but this approach was time consuming and resulted in non-standard implementations. "Rather than building load balanced solutions ourselves, in house, we recognized that it made sense to partner with a well-established load balancer provider," says Tim Lloyd, Head of Content Security at CensorNet.

Solution

Loadbalancer.org set up a development lab for CensorNet and quickly demonstrated how its virtual load balancing appliances could complement CensorNet's gateway application. In particular, Loadbalancer.org evidenced that it could balance user sessions across multiple servers without breaking Kerberos authentication sessions. "Loadbalancer.org's approach and technical input from the outset was very good," Lloyd recalls. "They proved the concept for us, making it very easy for us to partner with them."



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Now, when CensorNet's customers have a load balancing requirement, the company can resell and install either the Loadbalancer.org Enterprise VA R20 or the Loadbalancer.org Enterprise VA MAX, depending on anticipated throughput. As both these solutions are virtual appliances, they complement CensorNet's cloud and software-based business model very well.

Results

The partnership with Loadbalancer.org enables CensorNet to more easily meet the needs of larger customers, as well as customers that require solutions with a failover capability. As a result, CensorNet can now pitch for and win more new business, grow its customer base and increase its profitability.

Richard Walters, Chief Security Strategist at CensorNet says, "Our partnership with Loadbalancer.org gives us a more complete business proposition. It will help us to move up-market and make it far easier for us to bid successfully for contracts with organizations that need larger-scale, multi-server security solutions."

According to Lloyd, a key benefit of partnering with Loadbalancer.org is the quality of training provided. Loadbalancer.org has delivered webinar training for CensorNet's technical teams to enable them to provide first level technical support and answer customer questions. Loadbalancer.org has also provided CensorNet with test licenses for internal use. "Having good training and access to the products helps us to provide a quality service to our end customers," Lloyd says.

CensorNet is also reassured by the quality of Loadbalancer.org's support service. "We have complete peace of mind and don't have to become load balancer experts ourselves," Lloyd divulges. "If we need some help, Loadbalancer.org is available 24/7 and very responsive."

CensorNet's customers can use the Loadbalancer.org virtual appliances to balance other applications on their network, not just the CensorNet solution. So, as Lloyd observes, "By choosing Loadbalancer.org, CensorNet is able to deliver added value for its end customers."

About Loadbalancer.org

Loadbalancer.org's mission is to ensure that its clients' businesses are never interrupted. The load balancer experts ask the right questions to get to the heart of what matters, bringing a depth of understanding to each deployment. Experience enables Loadbalancer.org engineers to design less complex, unbreakable solutions - and to provide exceptional personalised support.

