

## Change Healthcare reduces the complexity of their load balancer estate with Loadbalancer's Enterprise ADC

With more than 300 F5 BIG-IPs at hospital sites across North America and Europe, Change Healthcare was struggling to manage the complexity of their F5 appliances and capital and maintenance pricing for each load balancer.

Loadbalancer.org understood the challenge and worked collaboratively with its new partner to provide more intuitive load balancer appliances, and much more cost-effective and standardized licensing.



**CHANGE**  
HEALTHCARE



*Loadbalancer.org is a great company to partner with. Their products are simple and reliable, as well as much cheaper than F5s."*

**Dirk De keersmaecker,**  
Principal Product Manager,  
Change Healthcare

### Challenges

- Cost and complexity of F5 BIG-IP i2600 solution
- Complex capital and maintenance pricing

### Solution

- Loadbalancer Enterprise VA Max ADCs

### Benefits of Enterprise ADCs

- More cost-effective and standard pricing allows Change to ALWAYS deploy HA Pairs
- Unlimited throughput of Enterprise VA Max ADCs resulting in significant cost savings

### Benefits of working with Loadbalancer.org

- Clever, not complex, appliances
- All in one, affordable subscription model, including licenses and support means, always able to deploy most up to date version

## Challenge

Change Healthcare (now owned by UnitedHealth Group's Optum) is a leading supplier of medical imaging solutions to prominent healthcare providers worldwide.

The company's portfolio of products includes a picture archiving and communication system (PACS) solution for radiology and cardiology clinicians. This needs to be underpinned with load balancing technology to ensure high availability and uninterrupted patient care.

The organization used to recommend and install load balancers from F5 and had more than 300 F5 ADC installations at hospitals and clinics across North America alone.

However, F5 BIG-IPs are notoriously complex, requiring certified engineers to make changes or deploy updates to reduce the risk of inadvertently introducing new vulnerabilities. Their priority is not ease of use, maintenance, or a smooth user experience.



*Our F5s were causing us a number of headaches which were not sustainable."*

Furthermore, the cost of each F5 BIG-IP appliance and its throughput restrictions mean they are some of the most expensive ADCs on the market. So they needed an alternative.

## Solution

Change Healthcare decided to install Loadbalancer's high-performance Enterprise VA Max load balancers with new PACS deployments, beginning to gradually migrate away from their F5 infrastructure.



## Benefits

Loadbalancer's Enterprise VA Max appliance is significantly easier for Change Healthcare to manage. This single product also fits all sizes of deployments which means Change's sales team no longer have to concern themselves with sizing each solution, removing the possibility of deploying the wrong product. And Loadbalancer has not had a CVE in 5 years which has also significantly reduced the number of patches required!

Moreover, the Enterprise VA Max offers much better value for money. It has no throughput limitation, and there is no limit to the amount of virtual machine resource that can be allocated to it. There are also no restrictions on the number of virtual or real IPs (VIPs/ RIPs) that can be provisioned within the appliance.

As such, Change Healthcare now recommends the Loadbalancer Enterprise ADC to all new customers installing their PACS solution. They also encourage existing customers to migrate to Loadbalancer appliances when their F5s go end-of-life or their licenses expire.

Initial feedback from Change Healthcare's Customer Support and Services team has been very positive, with many remarking how intuitive the Loadbalancer appliances are. They are also significantly more cost effective than F5 ADCs, which lowers the total investment required in PACS solutions.



*Loadbalancer.org is a great company to partner with; with their customer focus, expert knowledge, and great but simple and reliable products."*

## 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.

