

Fiserv partners with Loadbalancer.org to improve uptime in business-critical financial applications

As a leading supplier of financial services technology, Fiserv needs to ensure that its solutions deliver exceptional reliability for banks and credit unions worldwide. It partners with Loadbalancer.org to help it improve the uptime of its business-critical applications and maintain the confidence of its financial services clients.



Loadbalancer.org demonstrates 100% commitment to our business every day. With its responsiveness, technical ability and virtualized solutions, it has given us the complete package.”

Tom Vermette
Director of Implementations, Fiserv

Challenges

- Meet customer demand for a load balancing solution in conjunction with the DNA financial account management platform

Solution

- Loadbalancer.org Enterprise VA MAX virtual appliances

Partnership Benefits

- Improves application availability for Fiserv's clients
- Offers the opportunity for Fiserv to increase profit margins per customer
- Includes highly responsive 24/7 technical support, allowing Fiserv to meet SLAs
- Eliminates implementation complexity with detailed deployment guides
- Allows a high return on investment, as the product has unlimited throughput

Challenges

Fiserv specializes in providing solutions for the financial services sector, and one of its flagship products is DNA, an account processing platform used by banks and credit unions. Storing transactional and personal information for thousands of account holders, DNA is a business-critical solution that needs to be available 24/7.

Increasingly, banks and credit unions were asking Fiserv how to supplement DNA with load balancing capabilities because they wanted to improve the availability and scalability of the platform. The partnership between Fiserv and Loadbalancer.org came about in direct response to this requirement.

Solution

After considering several potential partners, Fiserv selected a virtualized solution from Loadbalancer.org, the Enterprise VA MAX product, and began to offer it in conjunction with DNA as an integrated package.

"Virtual solutions are the future," says Jake Surdal, Network Engineer at Fiserv, "And Loadbalancer.org is at the top of the game with virtual load balancing devices."



Unlike the vast majority of virtualized application delivery solutions, the Enterprise VA MAX from Loadbalancer.org is not restricted by bandwidth or throughput, providing Fiserv's customers with a fully scalable solution. "It provides real added value for our clients, as they can use it not only to balance our DNA solution but also other applications such as Microsoft Outlook," Surdal says. "For the functionality offered by the Enterprise VA MAX, the price point is spot on."

Results

As far as Fiserv is concerned, the main benefit of the partnership with Loadbalancer.org is the complete, 100% commitment that Loadbalancer.org demonstrates to its business.



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From the outset of the partnership, Loadbalancer.org has invested time and money in helping Fiserv to succeed. For instance, Loadbalancer.org created deployment guides specifically for DNA, in explicit detail. Surdal says, "You can literally follow the instructions in the guides, step by step. It's that easy."

Furthermore, Loadbalancer.org has been very fast in responding to Fiserv's requests for support. "We've been amazed by Loadbalancer.org's responsiveness!" Surdal exclaims. "Should we run into any unexpected issues in the future, there is no doubt at all in my mind that Loadbalancer.org will be right there by our side, straight away."

The quality of Loadbalancer.org's technical support helps Fiserv to meet the uptime demands of banks and credit unions, for whom 24/7 availability is absolutely critical. As Surdal explains, "We have particularly strict Service Level Agreements with our finance industry clients, so having a 24/7 support service from Loadbalancer.org helps us meet our obligations and retain the confidence of our clients."

As Fiserv is now able to sell its DNA solution in a new load balanced package, the company has created a new revenue stream and a means of increasing the profit margin on each new client engagement. Fiserv will also promote the Enterprise VA MAX to its existing DNA customers, so as Surdal says, "There is potential for definite revenue growth in the future."

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.

