

Local Government institution migrates seamlessly from NetScaler to Loadbalancer in just 3 days

Load balancing technology plays a critical role in ensuring the seamless delivery of government services. So North Tyneside Council was put in an extremely difficult position when they were given very short notice of the expiry of their perpetual Citrix NetScaler licenses.

They were forced to urgently find an alternative load balancing provider, and successfully migrate away in just a matter of days.



I want to personally thank you for your assistance over the last week. No way could we have done a Citrix migration in 3 days without your help.”

Technology Officer,
North Tyneside Council

Challenges

- Replace NetScaler load balancers before license expiry due to EOL

Solution

- 4 x Enterprise load balancers for high availability across two data centers
- 3-step migration process
- Dedicated migration engineer

Benefits

- Appliance and license cost savings
- More intuitive load balancers
- Seamless migration
- Simplified infrastructure

Challenge

In 2023, Citrix NetScaler stopped selling its MPX, SDX, VPX, and BLX hardware and software with perpetual licenses. Citrix also announced the End of Sale of all Standard Edition options of NetScaler App Delivery and Security Service Self-Managed and NetScaler Pooled Capacity, leaving North Tyneside Council facing a huge increase in costs. An increase they could not afford.

They therefore had an urgent requirement to migrate their critical services away from their Citrix NetScaler appliances to an alternative load balancing solution.

To make matters worse, they had been given very short notice of the impending license expiry, meaning the migration away from Citrix had to be completed in a very short timeframe; just 4 days.

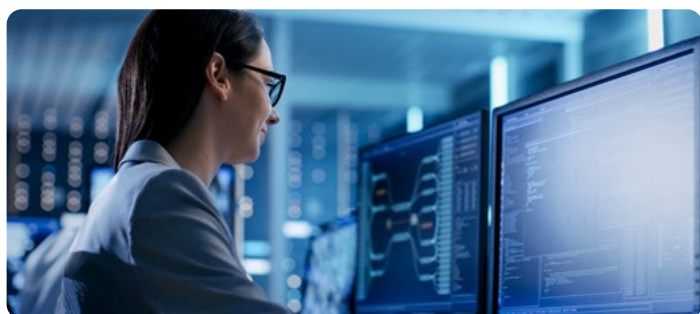
Solution

Loadbalancer.org was the only load balancing vendor able to migrate their services within the given time frame, while at the same time reducing the overall cost of load balancing these applications.



We were skeptical anyone could help us out of the bind NetScaler had put us in."

It was decided that a pair of Loadbalancer Enterprise virtual appliances would be used to load balance a number of web services and Microsoft applications, including Exchange and Remote Desktop Services.



Although the Loadbalancer appliance was much easier to configure, deploy and maintain than NetScaler's, given the tight timeframe and zero margin for error it was agreed that North Tyneside Council would engage Loadbalancer.org's Professional Services team to perform the migration for them. This included a statement of work, config deployment, staging IPs for per service testing, and go-live.

Benefits

An assigned Loadbalancer Engineer was tasked with completing the configuration and deployment tasks to transfer North Tyneside Council's core services from Citrix NetScaler to the new Loadbalancer.org appliances. They worked directly with the institution's Digital Services team to accomplish this task.



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Due to the intuitive nature of the Loadbalancer Enterprise appliance, it was possible to seamlessly migrate and optimize this complex environment in 3 days – 1 day early.



What's more, not only were the appliances themselves cheaper than NetScalers, but Loadbalancer's licensing policy provided additional cost savings and flexibility for this institution on a tight budget, without compromising the high availability or scalability of services.



The team can't speak highly enough of the valuable insights you've given them."

The Loadbalancer engineer was also able to demonstrate to the internal IT team how to get more from the Loadbalancer appliance, simplifying maintenance and saving them additional time and money.

