

Insurance provider opts for Loadbalancer over F5 and Kemp for enterprise application delivery

Compelled to replace its existing load balancers when their previous load balancing vendor went out of business, this insurance company decided to migrate to virtual appliances from Loadbalancer.org.

The move reduced load balancing costs by 20%, delivered 100% application availability, and greatly exceeded the insurance provider's expectations for technical support.



Challenges

- Migrating from an obsolete load balancer
- Maintaining the availability of their critical insurance application

Solution

- 8 x Loadbalancer.org Enterprise virtual appliances

Benefits

- Rapid migration with minimal disruption
- 100% uptime for insurance application
- 20% annual cost savings
- Exceptional support from technical team
- Mature, open-source, flexible product
- Scalability to load balance more applications



The quality of the support alone makes the Loadbalancer.org product exceptional value for money.”

Director of IT Operations

Challenge

For many years, this insurance company used load balancers from SNAPT to maintain the availability of their policy administration system, used for managing over a million insurance policies.

However, when SNAPT unexpectedly went out of business in 2022, the organization had just 30 days to find, test and install replacement load balancers.

Solution

The insurance company shortlisted products from F5, Progress Kemp and Loadbalancer, before quickly dismissing F5 for being too expensive.

Both Kemp and Loadbalancer met the company's requirements from a product perspective, and the insurance company initially found it difficult to separate the two vendors. However, when the organization began to work with the technical teams on proof-of-concepts, Loadbalancer emerged as the clear front-runner.

"There was a huge difference between the knowledge of the technical teams and their eagerness to support us through the migration process," explains the Director of IT Operations.



In our experience, Kemp is great but Loadbalancer.org is better."

Loadbalancer's technical team exported the organization's existing load balancer configuration from the SNAPT devices, ingested it into the Loadbalancer.org platform and then made adjustments to optimize the flow of traffic. "This migration approach cut out many tasks and saved a huge amount of time and effort," the Director of IT Operations said. "Within a matter of days, we were up and running."

The insurance company had installed four pairs of Loadbalancer Enterprise VA virtual appliances specifically for its policy administration application, split across development and test environments. Two pairs support application and API servers, while the other two pairs support web servers in another location.

Benefits

For the Director of IT Operations and his colleagues, the biggest benefit of selecting Loadbalancer is the company's top quality support. From that first proof-of-concept conversation, to implementation of the migration, and ever since, the organization has been thoroughly impressed by the knowledge and attentiveness of the technical team.



No matter who picks up the phone on the technical support line, that's the first and last call I need to make to get the job done!"

"There's no routing from person to person; I get level three support straight away. This is just mind-boggling in today's support landscape!" the Director of IT Operations exclaims.

And, since migrating to Loadbalancer, their policy administration system has experienced 100% uptime.



"This application has a small but critical workload. Using Loadbalancer appliances enables us to maintain the availability of this pivotal business solution and provide a consistent, high quality service for around 100 users."

The migration to Loadbalancer was completed rapidly following the failure of SNAPT and proved to be very cost effective.

"Replacing SNAPT actually led to a 20% reduction in the company's load balancing costs," shares the Director of IT Operations, adding that, "The quality of the support alone makes the Loadbalancer product exceptional value for money. But it's also a well thought out product, with good logging capabilities, and a lot of flexibility."

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.

