

## LIWEST delivers high availability web services to 226,000 households with site license

The largest Internet Service Provider in Upper Austria depends on Loadbalancer.org's virtualized solutions to ensure the high availability of its web services. With a site license from Loadbalancer.org, LIWEST can configure services optimally to deliver the best user experience and create multiple test environments to reduce business risk.



*The Loadbalancer.org site license will help LIWEST to achieve its ambitious growth strategy.”*

**Mathias Berger**  
Systems Engineer, LIWEST

### Challenges

- 100% uptime required for web services

### Solution

- Loadbalancer.org Enterprise VA MAX Site License

### Benefits

- High availability web services for over 4 years
- Optimal configuration of web services
- Lower business risk, due to thorough testing
- Easy to use and maintain
- Helpful and reactive support from Loadbalancer.org
- Scalability to facilitate future growth

## Challenges

Like Internet Service Providers (ISPs) all around the world, LIWEST needs to provide stable and reliable web services for its customers. The company operates in Upper Austria providing high speed Internet, cable TV, IPTV and telephony services to around 226,000 house-holds.

In its past, LIWEST had used a variety of physical load balancing products from a multitude of different vendors to help it maximize the availability of its web services. However, after the company virtualized its mail servers, it seemed like a logical next step to virtualize its load balancing infrastructure too.

## Solution

First, LIWEST acquired two licenses for Loadbalancer.org's Enterprise VA R16 virtualized solutions (now called VA R20) to load balance its customer email systems. Then, a few years later, the company upgraded to Loadbalancer.org's Enterprise VA MAX products and began to use its virtualized load balancers to improve the availability of additional web services.



"Since the Loadbalancer.org solutions worked really well and we were very satisfied, we decided to deploy them with other critical systems as well," says Mathias Berger, Systems Engineer at LIWEST. "Now, we use Loadbalancer.org solutions to ensure the high availability of several critical customer services, including a customer self-service portal and Exchange services."

When Loadbalancer.org introduced a new site license, LIWEST was one of the first organizations to sign up. As a result, the company can now use as many instances of Loadbalancer.org's virtualized solutions as it wants, whenever it wants to. It currently has six instances, in three clusters, at two physical locations, with more planned for the future.

## Results

Over more than four years, the Loadbalancer.org solutions have made it far easier for LIWEST to achieve its service level agreements and deliver highly available email and web services for customers. In particular, the virtualized products enable the company to make configuration changes in its core network, without any interruption or degradation in the quality of its high speed, 24/7 Internet service.



*Berger is keen to praise Loadbalancer.org's support team, which he describes as "very helpful and quick to react."*

Having a site license for virtualized load balancing gives LIWEST more flexibility in how it delivers its web services. The site license also helps to reduce business risk, as LIWEST has the ability to create a limitless number of development set-ups to fully test new systems, before they go live.

Loadbalancer.org's virtualized products are very simple to use, which means that LIWEST's IT team spends very little time setting up and maintaining the load balancers. "Our Loadbalancer.org solutions don't need a lot of attention," Berger says. "They work all on their own."

Berger is keen to praise Loadbalancer.org's support team, which he describes as "very helpful and quick to react." He adds: "When we have provided product feedback, it has been well received by Loadbalancer.org and incorporated into future software releases."

Looking towards the future, the Loadbalancer.org products offer all of the scalability that LIWEST needs. "We are very confident that Loadbalancer.org will support our growth targets optimally," Berger says. "We are expanding into new regions and developing new customer services. The Loadbalancer.org site license will help LIWEST to achieve its ambitious growth strategy."

## 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.

