

LS Networks sustains 100% availability for Metaswitch platform

When telecommunications provider LS Networks decided to launch new unified communications services based on a Metaswitch platform, it knew that zero downtime would be critical. The organization is now consistently delivering 100% availability for its new services by using Loadbalancer.org appliances to implement robust failover mechanisms and reduce exposure to malicious attacks.



metaswitch



The Loadbalancer.org team made it very easy for us to integrate their virtualized platform into our MetaSwitch deployment which allowed us to quickly get up and running with our new unified communications services.”

Hugo Tinoco
Network Engineer, LS Networks

Challenges

- Deliver zero downtime in Metaswitch platform

Solution

- Loadbalancer.org Enterprise VA R20
- Loadbalancer.org support services

Benefits

- 100% availability for Metaswitch based services
- Improved security against DDoS and brute force attacks
- Straightforward customizations to meet business requirements
- Excellent support during and after Metaswitch deployment
- High quality documentation for Metaswitch environments

Challenges

LS Networks provides a wide range of broadband and network connectivity services for businesses and government organizations throughout the northwestern states of Oregon and Washington in the USA. For many years, the company had offered voice services for its customers through an external partner. However, it wanted to deploy Metaswitch technology to bring these services in-house and, at the same time, deliver a more comprehensive suite of unified voice, video and data communications services.

From the outset, LS Networks knew that high availability would be a critical requirement for its new Metaswitch platform. "Zero downtime is absolutely essential for our enterprise-grade customers, who rely on our voice-over IP networks for business-critical and emergency calls," explains Hugo Tinoco, Network Engineer at LS Networks. "We just had to be able to deliver 100% availability."



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Solution

LS Networks discovered that Loadbalancer.org has a long-standing partnership with Metaswitch and a strong track record for load balancing Metaswitch Enhanced Application Servers (EAS). Loadbalancer.org solutions also include a web application firewall (WAF), which in turn has a number of customizable features for improving security. "The compatibility with Metaswitch and the security features of the Loadbalancer.org product made it a no-brainer for us," says Tinoco.

Alongside the deployment of Metaswitch, LS Networks installed two virtualized Loadbalancer.org solutions at two geographically separate data centers, to run in active/active configuration. It then launched its new unified communications offering, called AspenUC, and, within a matter of months, the service was being delivered to new enterprise customers. LS Networks now expects to gradually transition its existing voice customers to AspenUC in the near future and further expand the number of users through the acquisition of new customers.

Results

From day one, the Loadbalancer.org virtualized solutions have enabled LS Networks to exceed Service Level Agreements for customers. The load balancers effortlessly

balance traffic across servers and between data centers, providing a robust failover capability in the event of an unexpected IT outage. "Using Loadbalancer.org solutions has helped us to deliver 100% uptime for our Metaswitch platform, ever since we went live," says Tinoco.

The use of Loadbalancer.org appliances has further reduced the risk of downtime by enabling LS Networks to tighten its security against malicious activity, such as Distributed Denial of Service (DDoS) attacks and brute force attacks. For example, LS Networks has customized Loadbalancer.org's geo-location function, to allow it to automatically block login attempts from international locations and states outside the region where it delivers its services.

LS Networks has made additional customizations to the Loadbalancer.org solutions to meet the requirements of its business, such as the need to keep thin client sessions up and running, without time-outs. Tinoco says, "Customization was fairly straightforward, and, in any case, Loadbalancer.org was only a phone call away if we needed help." According to Tinoco, the quality of Loadbalancer.org's support services has been outstanding. "Support was awesome from the get-go," he says. "Loadbalancer.org talked us through the set-up and then walked us through the necessary steps to take to resolve business issues. The Loadbalancer.org documentation was also a tremendous help."

Summing up the benefit of working with Loadbalancer.org, Tinoco says: "The Loadbalancer.org team made it very easy for us to integrate their virtualized platform into our MetaSwitch deployment which allowed us to quickly get up and running with our new unified communications services."

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.

