



Philips Healthcare cuts costs and reduces complexity with Loadbalancer.org

CASE STUDY

After acquiring Carestream's HCIS business in 2019, Philips Healthcare reached a critical infrastructure crossroads: continue using costly, complex load balancers for large-scale projects or standardize and adopt Carestream's more agile Loadbalancer.org solution.

After rigorous global validation, Philips found that Loadbalancer.org delivered substantial cost efficiencies while drastically simplifying configuration management.

"Our systems have to be available whenever they're needed. After extensive validation, Loadbalancer.org proved to be the right partner to support us, combining a highly reliable load balancing solution with the simplicity, flexibility, and technical expertise that helps us deliver resilient workflows worldwide."



Stefano Migino,
Senior Global Product Manager

Challenges

- The complexity and cost of their load balancer estate

Solution

- A consultative technical alliance
- Loadbalancer.org appliances deployed as standard with all Philips Healthcare RIS/WIM and Vue PACS applications globally

Benefits

- Bespoke, plug-and-play integration
- Accelerated, risk-free deployments
- Operational readiness and knowledge transfer
- Industry-leading technical support
- High ROI and financial flexibility

Challenge

Philips Healthcare, a global leader in healthcare technology, acquired Carestream's Healthcare Information Systems (HCIS) business in August 2019.

As part of this transformation, Philips inherited not only CareStream but also the Loadbalancer.org load balancing solution CareStream had been relying on for many years.

Philips initially decided to use the Loadbalancer.org appliances for small-to-medium deployments.

However, because the load balancers Philips used for large-scale projects were significantly more expensive, complex to configure and maintain, and required expensive Professional Services and support, Philips decided to look more closely at Loadbalancer.org's suitability for large deployments.

Solution

After rigorous testing, Philips concluded that the Loadbalancer.org solution was in fact robust enough to replace the legacy appliances they had been using for large-scale projects.

From their technical due diligence, Philips realized that not only could the Loadbalancer.org appliances save them a considerable amount of money; they were also easier to use and didn't require expensive certified engineers to configure and maintain them.



Their R&D teams then formally validated the Loadbalancer.org solution, with additional field testing done by their CE team in Bangalore.

As a result, Philips Healthcare now deploys Loadbalancer.org as standard, integrating it with their applications globally for both managed services and customer owned solutions.

Benefits

By partnering with Loadbalancer.org, the Philips Healthcare team secured a consultative technical relationship that goes far beyond a standard vendor-client dynamic.

The partnership resulted in an intuitive plug-and-play integration, with bespoke configurations specifically engineered for the unique demands of Philips' applications.

To ensure long-term operational success, the solution included bespoke training and comprehensive deployment documentation. These standardized, repeatable configurations allow for accelerated deployments, providing the Philips team with a fully-validated solution that eliminates the guesswork typically associated with complex network infrastructure.

The solution is underpinned by an industry-leading support team. Whether navigating intricate outpatient workflows or managing large-scale multi-site scenarios, Philips can rely on expert assistance to maintain uptime and performance, ensuring that critical healthcare services remain uninterrupted.

Karen Enebechi, a Philips Healthcare Technical Consultant working directly with customers in the field, noted:

"I've had the pleasure of working with some amazing support techs at Loadbalancer.org.

I must say, they have one of the best support organizations in the industry. They are very diligent and will work with you until you get a sustainable resolution to whatever issues you encounter.

If I could give 10 stars, I would!"

Finally, the Philips and Loadbalancer.org partnership also delivers a best-in-class ROI through highly competitive pricing designed to accommodate restrictive hospital budgets—even in climates where cost-cutting is a top priority.

