

SACA Technologies ensures the high availability of remote hosted desktop services

Committed to providing trusted, high quality services for its customers, the managed IT services provider SACA Technologies deployed virtualized solutions from Loadbalancer.org in its remote hosted desktop services platform. The company now has the scalability and flexibility it needs to support increasing numbers of remote hosted desktops, while continuing to deliver 99.999% availability.



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Andrew Saca
Director of Operations, SACA Technologies

Challenges

- Upgrade the existing remote hosted desktop services platform to cater for business expansion

Solution

- Loadbalancer.org Enterprise VA MAX virtual appliances

Benefits

- Maximizes the availability of remote hosted desktops
- Delivers a high quality experience for 25,000+ hosted desktops
- Facilitates business growth with real time scalability and flexibility
- Is easy to configure and use
- Includes quality support services

Challenges

Based in California, SACA Technologies provides a range of 24/7/365 managed IT services. Following a successful period of growth, the company needed to expand and upgrade its platform for remote hosted desktop services to enable it to continue to offer a high availability service for existing and new customers, for many more years to come.

At the time, SACA Technologies used another provider's load balancing solution in its remote hosted desktop services platform, but this product was no longer robust and flexible enough to meet its requirements. In a different part of its IT environment, the company used a load balancer from yet another provider. It had, however, been disappointed with the performance and usability of this product, so it decided to consider alternative options.

Solution

SACA Technologies systematically evaluated products from a large number of vendors including F5 Networks and Kemp Technologies. "For our use, these other solutions were not priced competitively, required quite a bit of maintenance and were harder to use than the solution from Loadbalancer.org," says Andrew Saca, Director of Operations and Co-Founder of SACA Technologies. "In comparison, the Loadbalancer.org solutions were scalable, easy to configure and reasonably priced."



The company opted for Loadbalancer.org's Enterprise VA MAX virtual load balancing solutions, because they complemented its existing virtualized IT environment. The software was installed in active passive configuration at three separate data centres to ensure high availability for remote hosted desktop services customers with a combined user base of around 25,000 hosted desktops.

Results

As a core component in the company's remote hosted desktop services platform, the Loadbalancer.org Enterprise VA MAX solution helps to ensure the high availability of remote hosted desktops. SACA Technologies can maintain 99.999% uptime and deliver a superior desktop experience for its customers.



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SACA Technologies particularly appreciates how easy it is to use the Enterprise VA MAX. For example, its IT technicians can use the integrated functionality to seamlessly take servers offline to perform maintenance tasks without causing service outages. "The Loadbalancer.org solution is very easy to configure and use," Saca says. "It simply works as it is supposed to."

Loadbalancer.org has given SACA Technologies all of the scalability and flexibility it needs to meet customer requirements, now and in the future. In particular, the Loadbalancer.org Enterprise VA MAX places no limit on Virtual IPs (load balanced services) or Real IPs (backend servers). Nor does it impose any throughput or bandwidth limitations whatsoever. This ensures SACA Technologies can infinitely scale to meet customer demand, by simply adding additional servers, or allocating more resources to the load balancer.

As a Loadbalancer.org customer, SACA Technologies will enjoy a very high standard of support if it has any questions in the future. According to Saca, professionals within the support team at Loadbalancer.org have already demonstrated themselves to be "helpful and knowledgeable" and their dedication will help SACA Technologies to maintain, develop and expand its IT services as it grows its business and customer base.

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.

