LOADBALANCER

Skye Cloud enjoys a tailored and supportive partnership

Commercial flexibility and tierless support were the top two requirements for the cloud services provider Skye Cloud when it started looking for a load balancing partner. It selected Loadbalancer.org and now has the high-performing load balancers, subscription-based billing model and responsive support it needs to grow its business.

SKYE CLOUD

Challenge

- Ensuring the resilience of infrastructure-as-a-service (IaaS)
- Finding a partner with an OpEx billing model
- Getting high quality, tierless support

Solution

- Loadbalancer.org virtual appliances: Enterprise VA Max and Enterprise VA 10G
- Subscription billing model

Partnership Benefits

- High availability for IaaS and customer systems
- Tailored, OpEx billing model
- Responsive support services
- Technical training for in-house staff

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James Bishop
Managing Director
Skye Cloud

Challenge

The cloud-services and IT consultancy Skye Cloud wanted to form a long-term relationship with a load balancing vendor, to help it achieve superior performance, reliability and failover within its infrastructure-as-a-service (IaaS) platform as well as within several global customer deployments. According to James Bishop, Managing Director of Skye Cloud, "The need was for a simple to deploy, easy to manage and stable solution that could provide us and our clients with greater peace of mind."

As an OpEx business, Skye Cloud specifically wanted to find a partner that could provide load balancers for a monthly subscription. However, when it began to engage with leading load balancer providers, it found that most of them had very inflexible pricing structures.

Support was another critical factor in Skye Cloud's search for a load balancer partner. "We were looking for a partner that could provide us with the best possible support and extend the capabilities of our own in-house technical team," explains Richard Ravenhill, IT Director at Skye Cloud.

Solution

Loadbalancer.org has a flexible approach to partnerships and was happy to enter into an agreement that precisely fitted Skye Cloud's existing OpEx billing model. Skye Cloud now pays a monthly fee, based on the number of pairs of virtualized appliances deployed within its own or its customers' production environments.

Skye Cloud currently has more than nine pairs of virtual appliances installed at its two UK-based data centers and at client sites around the world, including in Croatia, South Dekota and Canada. One pair of load balancers supports a multi-tenanted Exchange 2019 email system, hosting over 2,000 mailboxes for multiple clients.

Prior to selecting Loadbalancer.org, Skye Cloud downloaded a demo of a virtualized load balancer from the Loadbalancer.org website, free of charge, without obligation. This enabled the company's technicians to test and familiarize themselves with the product before making a commitment.

Benefits

The partnership that Skye Cloud has entered into with Loadbalancer.org is helping the business to deliver highly resilient and high-performing IT solutions to its customers. One of Skye Cloud's largest customers is a technology company that provides an IT platform for online betting websites. The use of Loadbalancer.org's appliances helps this customer to ensure the constant availability and optimal performance of its betting platform, even during major sporting events when traffic can peak dramatically.

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Loadbalancer.org provides good value for money, but most importantly, also offers flexible commercial terms. "Other vendors we contacted were only interested in traditional CapEx billing and wanted to tie us to restrictive partnership agreements that had sales commitments," recalls Bishop. "We prefer partners that want to work with us rather than dictate to us what we have to do. Through our partnership with Loadbalancer.org, we benefit from a tailored billing model, excellent support, and incentives to deploy more Loadbalancer.org appliances, but we are not tied to targets."

Skye Cloud finds the Loadbalancer.org products very easy to use. "The whole point of technology is that it is supposed to solve problems, not cause them!" Ravenhill says. "Loadbalancer.org appliances are very easy to set up and once they are up and running you really don't need to think about them."

Skye Cloud hasn't had need to take advantage of Loadbalancer.org's technical support team, because, as Ravenhill puts it, "everything works." However, Ravenhill has contacted the organization once or twice for advice. "I've tapped them for knowledge a couple of times," he says, "and they've engaged with me and been very helpful."

Loadbalancer.org has provided technicians at Skye Cloud with video-based training and supplied a wide range of resources to help them develop their load balancing skills. Furthermore, several members of the technical team will soon receive Loadbalancer.org accreditation. "The more we learn, the more doors we can open down the line," explains Ravenhill. "Training helps us to open discussions with customers, which might lead to potential new revenues."