

Smoothwall partners with Loadbalancer.org to deliver high performing, resilient web filtering platforms

Since 2010, Smoothwall has recommended and installed solutions from Loadbalancer.org as part of its web filtering platforms for customers with up to 100,000 users. Through its strong partnership with Loadbalancer.org, the company can offer high-availability and outstanding support, while optimizing its revenues.

smoothwall[®]



Quality products, expert support and commercial flexibility are critical attributes for a successful business partnership, and we get all three from Loadbalancer.org. The company partners with us in a way that works for us and works for our customers.”

Nick Levey
Government National Sales Manager, Smoothwall UK



Challenges

- Offer scalable web filtering platforms for large user numbers
- Implement complete end-to-end customer solutions
- Meet customer SLAs and expectations for resilience

Solution

- Loadbalancer.org hardware and virtual solutions

Partnership Benefits

- Improves the scalability & resilience of high end web filtering platforms
- Simplifies implementations with comprehensive deployment guides
- Optimizes revenues by allowing the marketing of complete customer solutions
- Facilitates good customer service with access to expert support
- Ensures the achievement of SLAs, due to product stability and failover

Challenges

As a specialist developer of web filtering solutions, Smoothwall habitually delivers solutions for very large customers including local authorities, healthcare organizations and education partnerships, with as many as 100,000 users. In order to create robust platforms on this enormous scale, the company needs to partner with a load balancer vendor it can trust to distribute traffic optimally across clusters of web filters.

There are three key requirements that Smoothwall looks for when forming new IT partnerships: high performing products, expert support and flexible commercial terms. These attributes help it to create strong, successful business relationships and, most critically, enable it to deliver a quality service for its customers.

Solution

Since 2010, Smoothwall has partnered with, and implemented Loadbalancer.org products in hundreds of successful web filter deployments. Together, the two companies have developed comprehensive deployment guides to simplify installations and improve ongoing support.

The company selected Loadbalancer.org as its preferred partner in part because "Loadbalancer.org offers functionality, scalability and support for a cost effective price" according to Nick Levey, Government National Sales Manager at Smoothwall. "Loadbalancer.org also provides both hardware-based and virtual solutions that align with our own physical and virtual web filters."



We need to have a load balancer partner we can trust to work with us to deliver exceptional reliability," Levey says. "The support we gain from Loadbalancer.org is invaluable."

Other factors were equally as important. In particular, Smoothwall recognized the expertise of the support team, and appreciated the company's business model, which allows it to market Loadbalancer.org's products, as an integral part of its solutions.

Results

Using Loadbalancer.org products as a core part of its web filtering platforms, Smoothwall is able to build large clusters of web filters and meet the needs of large user groups. In addition, if customers want to gradually increase their user numbers over time, Smoothwall can simply reconfigure the

Loadbalancer.org product to recognize an additional web filter and increase capacity with the minimum of cost and effort.

The selection of Loadbalancer.org products also enables Smoothwall to deliver high availability systems. One of Loadbalancer.org's strengths, according to Levey, is its "really impressive failover capability". If a load balancer detects that the 'active' Smoothwall web filter cluster isn't operating effectively, it will automatically direct traffic to a 'passive' web filter cluster in a back-up data center to avoid downtime.



By improving resilience and scalability, the Loadbalancer.org products play a key role in enabling Smoothwall to deliver a positive online experience in line with its Service Level Agreements (SLAs). Levey observes that, "Loadbalancer.org helps to facilitate good service for our customers and end users."

Good support is vital for any successful IT partnership, and Smoothwall has always experienced a quality, responsive and expert support service from the team at Loadbalancer.org. "We need to have a load balancer partner we can trust to work with us to deliver exceptional reliability," Levey says. "The support we gain from Loadbalancer.org is invaluable."

Certainly, Levey counts the partnership with Loadbalancer.org as one of the most successful that Smoothwall has ever had. The dependability and flexibility of the relationship helps Smoothwall to market, deploy and support complete solutions, increasing its revenue per customer.

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.

