LOADBALANCER

Sunfield Children's Home, a leading charity and residential special needs school, makes communication of essential care information secure and reliable with Loadbalancer.org

Email is the most effective way for education and care staff to communicate essential student-related information between themselves, parents and other care agencies. With the Enterprise R20 load balancing solution from Loadbalancer.org, Sunfield has ensured its email system works effectively and fault-free 24/7, especially at night, when Sunfield's IT team is off duty.

sunfield
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> *Since deploying the Loadbalancer.org solution, it has become a critical part of Sunfield. It is a key piece of hardware supporting our emails, which is the main form of communication at Sunfield and also with parents, local authorities and other agencies involved in caring for our students. Enterprise R20 is a great product which is working brilliantly for us and is a great peace of mind for us.*"

Paul Cope
Systems Administrator, Sunfield

Challenges

- High dependence on email to communicate and share important education and care information, internally as well as with vital third parties including parents
- Existing email infrastructure over capacity and prone to errors and failures

Solution

- Enterprise R20

Benefits

- Provides secure and reliable protection against email communication faults and failures
- Offers a high-value, low-cost solution for managing mission-critical applications
- Quick and simple to install and deploy

Challenges

Sunfield is a charity and residential special school supporting children and young people aged 6-19 who have complex needs including autism.

Paul Cope, Systems Administrator at Sunfield says, Email is the primary form of communication used at Sunfield. With our site being so vast, it is a vital link between internal departments and also externally with parents and third parties, who are all part of the team around each child."

Sunfield previously had an old version of Microsoft Exchange Server, which had started to exceed the database capacity needed to manage an efficient email system. The organization decided to replace this with the latest version - Microsoft Exchange Server 2010 - and in doing so, wanted to ensure that the new infrastructure could support a robust and resilient email system.

Sunfield is a 24/7 operation but the IT department is not. The organization needed to be confident that, for example, in the event of a problem at night, staff were still able to receive and send vital emails. Load balancing technology was needed for the new server system that would also provide protection in the event of a problem – essentially load balancing email data from one server to another in the event of server or other failure.

Solution

Paul Cope researched a number of different solutions, but finally decided on one from Loadbalancer.org. He says, "We are a small charity and budgets are very tight and we wanted a load balancing solution that would do the job, but one that was affordable. Loadbalancer.org offered one of the most competitively priced solutions on the market, and in terms of value for money, it ticks every box and does everything we need. It is definitely worth every penny we paid for it."

Sunfield installed Loadbalancer.org's Enterprise R20 High Availability Clustered Pair. The R20 is a low-cost, starter solution that still delivers the power and throughput that organizations like Sunfield need to support business-critical applications. Sunfield installed the load balancer itself and although the organization required minimal help with the installation, what support it did get from Loadbalancer.org was quick, simple and effective. Paul Cope says, "This was the first load balancer we have installed so we were grateful that it was easy to do."

Results

"The Enterprise R20 from Loadbalancer.org is working brilliantly. Having executed two test failures staff were still able to access their emails without any problems which was the result we were hoping for," says Paul Cope

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The most important benefit of the Loadbalancer.org solution is the failover protection providing that crucial link between the user and the interface with the servers.

Although Sunfield is not a typical high-volume email site, it still requires a constant use of emails and Internet access. For example, staff internally and parents externally will often need to share and exchange information, such as large filesize photographs related to students' learning activities. Enterprise R20 is important in ensuring that staff can communicate this type of email traffic between one another seamlessly.

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.