

## SynergIT creates a high availability solution for users of Sage Enterprise Management

An IT services provider in South Africa is using Loadbalancer.org solutions to meet customer demand for high availability in Sage Enterprise Management systems. The organization can improve the up-time of this pivotal business application quickly and cost effectively, as Loadbalancer.org solutions are easy and inexpensive to deploy.



*Our customers have large numbers of users who rely on the Sage Enterprise Management solution to do their jobs every day. Loadbalancer.org enables us to ensure the high availability of this mission critical system and create a reliable application platform that our customers can depend upon.”*

**Brennan Fritz**  
Managing Director, SynergIT

### Challenges

- Create a high availability Sage Enterprise Management offering

### Solution

- Loadbalancer.org Enterprise VA R20
- Loadbalancer.org Enterprise R20

### Benefits

- Higher availability of Sage Enterprise Management, on premise
- Rapid deployment of customer solutions
- Exceptionally responsive support services
- Competitive advantage due to low purchase price

## Challenges

As a well-established provider of IT services and multi-vendor IT solutions, SynergIT has been deploying Sage applications in South Africa for almost twenty five years. Historically, the majority of the company's customers were small to medium-sized businesses, but it was beginning to attract bigger organizations that had more complex application requirements.

In particular, SynergIT was receiving a growing number of enquiries from businesses that were keen to implement the Sage Enterprise Management solution (formerly known as Sage X3). These organizations wanted to ensure the high availability of this enterprise resource planning (ERP) system, so needed a compatible load balancing solution.

## Solution

With a clear understanding of its customers' requirements, SynergIT shortlisted and thoroughly tested products from three alternative load balancer vendors. "We selected Loadbalancer.org, because, in our tests, the other load balancers took longer to install and cost more" says Brennan Fritz, Managing Director of SynergIT.



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SynergIT then worked with Loadbalancer.org to define an optimal configuration for load balancing the Sage Enterprise Management solution, and contributed to the development of Loadbalancer.org's Sage Enterprise Management Deployment Guide. This collaboration enhanced SynergIT's ability to deploy functioning customer solutions very quickly.

The company won four new customers in quick succession and, across these first four installations alone, the Loadbalancer.org solutions balance traffic for over 3,000 Sage Enterprise Management users. Depending on customer preferences, SynergIT can offer high availability solutions comprising either Loadbalancer.org's virtualized solutions or Loadbalancer.org's physical appliances.

## Results

Using Loadbalancer.org solutions, SynergIT can now deliver high availability, high performance Sage solutions. "Our customers have large numbers of users who rely on the Sage Enterprise Management solution to do their jobs every

day," Fritz explains. "Loadbalancer.org enables us to ensure the high availability of this mission critical system and create a reliable application platform that our customers can depend upon. We have never witnessed a performance issue where there was a fault with a Loadbalancer.org product."

According to Fritz, one of the key advantages of Loadbalancer.org products, over other load balancers, is that they are particularly easy and rapid to deploy. He explains, "We sent a proposal for a Loadbalancer.org solution to a customer one morning; they approved it by lunchtime; we gained the licensing that afternoon; and, by the end of the day, we had deployed a functioning customer solution."

SynergIT also recognizes the huge value of Loadbalancer.org's support services. "It is absolutely essential for us to have good support from our chosen vendors, to enable us to deliver great customer service for our customers," Fritz says. "If we are unsure and need help, we can get it really quickly from Loadbalancer.org. I have only ever initiated three support tickets and, each time, someone from Loadbalancer.org has called me back within minutes."

SynergIT believes that its ability to deliver high availability Sage Enterprise Management solutions, using Loadbalancer.org products, gives it a competitive edge over other IT solution providers in South Africa. In particular, the lower price point of Loadbalancer.org helps it to win business from other IT solutions providers who propose more costly alternatives. Summing up, Fritz says, "The Loadbalancer.org products are incredibly easy to use, incredibly reliable and deliver the functionality that our customers want at a good price."

## 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 personalized support.

