

## Telecom Liechtenstein keeps its customers' businesses running

Telecom Liechtenstein's commercial customers demand uninterrupted, unfailing access to their Microsoft Windows desktops via the cloud. Their high expectations are met using virtualized load balancers from Loadbalancer.org.



*Our customers depend on their Microsoft Windows desktops to keep their businesses running, so we depend on Loadbalancer.org to help us deliver a service with exceptional availability.”*

**Markus Madlener**  
Senior Expert, ICT Systems, Telecoms Liechtenstein

### Challenges

- Deliver a high availability Software as a Service offering for commercial customers

### Solution

- Loadbalancer.org Enterprise VA R20

### Benefits

- Maximum availability for cloud-based Microsoft Windows desktop service
- Rapid deployment of new Software as a Service offering
- Custom development to deliver business specific functionality
- Impressive technical support and high quality documentation

## Challenges

Like telecommunications providers all around the world, Telecom Liechtenstein AG is constantly developing new services for residential and commercial customers. Alongside landline, mobile, internet and TV services, the organization now offers an ever-expanding range of data products, cloud-based solutions and managed services.



Telecom Liechtenstein planned to introduce a new Microsoft Windows Desktop Software as a Service (SaaS) for companies in industries such as financial services. For these demanding, corporate customers, it recognized that it would need to provide high availability and eliminate the need for scheduled downtime during server maintenance.

## Solution

As part of the development of the new SaaS, Telecom Liechtenstein evaluated several alternative virtualized load balancers and discovered that the solutions from Loadbalancer.org were the most suitable for its chosen Nutanix platform. The organization also liked Loadbalancer.org's open source ethos and responsive graphical user interface (GUI).

Telecom Liechtenstein selected the Loadbalancer.org Enterprise VA R20 solution and launched its Microsoft Windows Desktop SaaS with initial capacity for 200 users. Soon afterwards, it acquired a second virtualized load balancer from Loadbalancer.org to balance traffic in its internal Microsoft Exchange Server environment and demilitarized zone (DMZ).

## Results

As the Loadbalancer.org virtualized solutions are less complex than many other load balancers, they were very quick and easy to set up. "It was a very busy time and I wanted to get the new service up and running as soon as possible," says Markus Madlener, Senior Expert, ICT Systems, at Telecom Liechtenstein. "I didn't want to have to waste time fiddling around on the command line to get the configuration right. Loadbalancer.org gave me a nice GUI and excellent documentation, enabling me to launch the new desktop service quickly."

To meet the precise needs of the business, Loadbalancer.org developed a custom script for Telecom Liechtenstein to perform system health checks. "Loadbalancer.org's willingness to work with me to customize a solution specifically for this business was impressive," Madlener says.



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Ever since it went live, the new desktop SaaS has delivered unflinching performance for Telecom Liechtenstein's customers. The organization uses the Loadbalancer.org solution to optimize the flow of traffic and can undertake routine server maintenance without scheduling downtime. "Our customers depend on their Microsoft Windows desktops to keep their businesses running, so we depend on Loadbalancer.org to help us deliver a service with exceptional availability," Madlener says.

Madlener is particularly impressed by the availability and expertise of Loadbalancer.org's support team. He says, "When I run maintenance updates it is usually very early in the morning, late at night or at the weekends, so this is when I need to be able to access good support. Loadbalancer.org has technical experts available whenever I need them."

## 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.

