



Loadbalancer.org

Review From A Customer



From IT Central Station, the leading review site for enterprise technology solutions.

Review by a Real User

Verified by IT Central Station



IT Manager at a tech vendor with 11-50 employees

reviewer817080

WHAT IS OUR PRIMARY USE CASE?

It actually makes our whole network more reliable, because of its load balancing capabilities. And not only load balancing, but also redundancy. That's what we use it for.

HOW HAS IT HELPED MY ORGANIZATION?

We can more easily set up a test environment, because you can easily configure your forms. It makes it more flexible for us to convert our test environment to a production environment, without having to change DNSs on the outside. You just configure the forms on the inside. So without changing the actual endpoint for the end user, we can create completely different networks in the background. So that's really flexible for us.

WHAT IS MOST VALUABLE?

First of all it's the reliability, what you create by load balancing, because you have more endpoints. That's for our web services that we provide. This is the only feature for us, and it's important because it makes our network more reliable.

WHAT NEEDS IMPROVEMENT?

We are only using the basic features, and for us it's good. We're not yet using the SSL certificate offloading because we are still using an older software version. But I already know that in the new versions they have, it's built in. That would be a feature that I would like. But that's already there in the newer versions. As I said, we're still using an older one and it still works fine for us.

FOR HOW LONG HAVE I USED THE SOLUTION?

More than five years.



WHAT DO I THINK ABOUT THE STABILITY OF THE SOLUTION?

No issues with stability. I had some questions, especially at the start, but their great service team was there for us. But no instabilities.

WHAT DO I THINK ABOUT THE SCALABILITY OF THE SOLUTION?

If I'm correct, we have the Enterprise version and it's very scalable. You can make endless endpoints and there are no restrictions in the version we have. So it's very much scalable.

HOW ARE CUSTOMER SERVICE AND TECHNICAL SUPPORT?

Great, really. I give them a 10 out of 10. Their tech team provides really great support. Very knowledgeable engineers are there for you. They are very responsive and they come with good solutions. Their goal is really to help you, and they know it's one of the cores in your network because it creates the reliability. So that's why it's also one of the key points, that always needs to be working. They're supportive like that. They are very responsive.

WHICH SOLUTION DID I USE PREVIOUSLY AND WHY DID I SWITCH?

We did have a previous solution once, but I don't remember the name because it was more than 10 years ago. We used a software solution on our own hardware, based in a Windows system, and it didn't work at all. After that we immediately decided on a more professional solution and this, Loadbalancer.org, is where we came to and we're still there. As for our old solution, technically it was not working. The problem with the software solution - not theirs, a different company - the problem was that it worked fine for 100 users but it was not scalable at all. And then if the 110th user came in, the system totally crashed. It was not a good solution. We found out very quickly and, luckily, we found this solution.

HOW WAS THE INITIAL SETUP?

It was very straightforward. You just create your virtual servers, you connect it to the physical servers and that's it. For me it was very straightforward. I like the way they think, how they made the interface.

WHAT WAS OUR ROI?

I'm not really thinking of return of investment. For us it was important to make our network redundant and reliable. In that sense, yes there is a ROI, because you cannot run an organization without any redundancy. It needs to be reliable.

WHAT'S MY EXPERIENCE WITH PRICING, SETUP COST, AND LICENSING?

It's worth the cost. It's not cheap, but it's a good solution. If you're looking for a good solution, this is a good solution. Is it cheap? No. Is it worth the money? Yes, I think it is.

WHAT OTHER ADVICE DO I HAVE?

Do it. I think they have very nice upgrade offers. When you start small, you can take the smaller version, and if your company is hopefully expanding, you can always choose an upgraded version. I remember they had nice offers. We never needed one because we immediately chose the Enterprise version but I can imagine that you would like to start small, and they have nice offers for that. I would say it's a 10 out of 10, because it does exactly what it needs to do and that's what you want from a product.

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