



# Loadbalancer.org

## Review From A Customer



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

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## Review by a Real User

Verified by IT Central Station



IT Manager at a recruiting/HR firm with 51-200 employees

**Patrick Louis-Jean**

### **WHAT IS OUR PRIMARY USE CASE?**

Load-balancing a web application server. It's a requirement for the application which we're using, which is why we bought the hardware. It does its job. We don't touch it.

### **HOW HAS IT HELPED MY ORGANIZATION?**

We couldn't use our line-of-business software without it. It sits in front of it and it just does its job. It's an unsung hero, I'm afraid. It just does what it does. It plods along everyday, and when it breaks, it gets fixed really quickly.

### **WHAT IS MOST VALUABLE?**

The SSL Layer 7 load balancing.

### **WHAT NEEDS IMPROVEMENT?**

Obviously the simple ones like price. Make it cheaper, make it faster. Other than that, it's a spot-on product. It doesn't have any issues; no wishes or wants with it at all.

### **FOR HOW LONG HAVE I USED THE SOLUTION?**

Three to five years.

### **WHAT DO I THINK ABOUT THE STABILITY OF THE SOLUTION?**

Originally we had some stability issues with it, so they replaced it with a new box and it's fine.

### **WHAT DO I THINK ABOUT THE SCALABILITY OF THE SOLUTION?**

It's basically as scalable as you want it to be. We're not using it at any great scale so unfortunately I can't really comment too much on it, but it's pretty scalable.



### **HOW IS CUSTOMER SERVICE AND TECHNICAL SUPPORT?**

The support is amazing. The product itself is pretty simple to be honest. It's the support which is the differentiator for the product. The company has an excellent support team, 24-hour support. It's excellent, second to none.

### **HOW WAS THE INITIAL SETUP?**

Straightforward. I plugged it in and the guys did the rest. Just plug it in, give it an IP address, give it access, and it's done.

### **WHAT WAS OUR ROI?**

The appliances have not really had a measurable effect on our operating costs.

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

Pricing is great. I couldn't really complain about it. It's all good. They're not the cheapest, not the most expensive, but I think value-wise, they're 100%.

### **WHICH OTHER SOLUTIONS DID I EVALUATE?**

We evaluated a few beforehand, however Loadbalancer.org was the one which was recommended to us by our software providers. They just told us it was the best one for us, so that's why we chose it. We evaluated KEMP, F5, and Windows Integrated Load Balancer.

### **WHAT OTHER ADVICE DO I HAVE?**

For what it is and what it does, it's not a very glamorous piece of kit. It's a load balancer, it takes the connection and decides where to put it, to another server or somewhere else. It's the speed at which it can do it and the fact that when it does go wrong - and obviously things do happen - how quickly and how well the company resolves it. Those are the two things which make us stick with and recommend it to anyone else. Most people, if they need a load balancer, they know that they need a load balancer. It's not something which you can just say, "Oh yeah, I was talking to the guy in the pub, and he said, 'Oh you really need to get one of these.'" It's quite a very specific requirement to have one. But if anyone does need one, absolutely, it's bang on. Give it a go. They're great.

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