



Newport City Homes replace Windows NLB with jetNEXUS advanced load balancing technology to reduce page download time by 18 seconds & deliver an exceptional end-user experience



### Company

Newport City Homes

### Industry

Housing services

### Challenges

- Insource hosting of website
- Deliver scalable, reliable website services
- Overcome limitations of Windows NLB
- Future proof solution

### Solution

jetNEXUS ALB-X VA

### Why jetNEXUS?

- Easy to deploy
- Advanced features
- Traffic management
- Application acceleration
- Price: performance
- Superb technical support

### The Result

- Website resilience
- Improved scalability
- Intelligent service control
- Simple management
- Superb user experience

### The Customer

Newport City Homes (NCH) provides services to over 10,000 residents, leaseholders and shared owners in the city of Newport. Newport City Homes has a passion for providing quality homes and services by investing in people, places and partnerships.

### The Challenge

Newport City Homes were using a hosting company to provide their web services. Due to an expansion in operations and increasing interfacing requirements NCH decided that a network refresh and change in technology was required to better serve their client's needs. NCH made the strategic decision to bring their website on premise, and initiated a project to create a SharePoint website that would enable them to increase site functionality for the benefit of their residents.

Following Microsoft recommendations for SharePoint deployment, NCH required a load balancer, and used Windows NLB on their front end web servers. However once the infrastructure element of the project was completed and testing started, it became apparent that Windows Server NLB was not suitable in this case.



*“Once we'd evaluated jetNEXUS, we never looked back. The ALB-X exceeded our initial expectations and deployment was exceptionally easy. The appliance was up and running in less than an hour and instantly delivering performance results. “*

Owen Barrett, IS Manager, Newport City Homes

“It was taking roughly 20 seconds to download the homepage of our website using Windows NLB. This is not an acceptable level of service for our end-users.” Owen Barrett, IS Manager, Newport City Homes.

NCH looked for an alternative solution to overcome the limitations of Windows NLB. “Based on past experiences, I anticipated that a load balancing solution with the functionality that we required would be cost prohibitive. However we were very impressed with jetNEXUS from the outset. Their Accelerating Load Balancer Extreme (ALB-X) appliance represented excellent value for money, whilst fitting in with our current platform and virtual environment” Owen Barrett, IS Manager, Newport City Homes.

NCH thoroughly reviewed the market and looked at competitive solutions but they found the personal engagement process and outstanding evaluation offered by jetNEXUS the most impressive.

“It was a joy to work with jetNEXUS pre-sales. We were able to discuss our migration from NLB to jetNEXUS in great detail and the technical team’s enthusiasm, responsiveness and high level of expertise gave us great confidence in the solution as a whole. Once we’d evaluated the appliance, we never looked back.

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*“The ALB-X has delivered an 18 second reduction in load time which enables us to provide a faster and more user friendly experience.”*

Owen Barrett, IS Manager, Newport City Homes

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The ALB-X exceeded our initial expectations and deployment was very easy; we were up and running in less than an hour.” Owen Barrett, IS Manager, Newport City Homes.

As Owen Barrett comments, the scalability offered by jetNEXUS was an influencing factor in the purchasing decision for NCH. “The jetNEXUS ALB-X gave us peace of mind that we could manage future development and expansion, ultimately giving us confidence that the solution was right for us.” Owen Barrett, IS Manager, Newport City Homes.

Newport City Homes chose jetNEXUS for its simple deployment, ease-of-administration, value for money, scalability and virtualisation compatibility. They deployed two jetNEXUS ALB-X Virtual Appliances on-premise to manage their corporate SharePoint website platform.

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 **SharePoint**

**Microsoft Partner**  
Gold Application Development

Since going live with jetNEXUS, Owen Barrett has noticed considerable benefits to the performance of their online platform. “Under Windows NLB the performance of our website wasn’t great, with pages taking up to 20 seconds to load. We saw an immediate improvement when we deployed the ALB-X appliances including an 18 second reduction in load times, which in turn enables us to provide a faster and more user friendly experience.” Owen Barrett, IS Manager, Newport City Homes.

NCH comments on their overall experience with jetNEXUS: “The team and I find the ALB-X incredibly easy-to-use and manage thanks to its intuitive user interface. The performance benefits alone make jetNEXUS an invaluable asset to our infrastructure and, based on the success of our SharePoint deployment, we aim to rollout jetNEXUS load balancers for our Microsoft Lync2010 and Exchange 2010 services in the very near future.” Owen Barrett, IS Manager, Newport City Homes.

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### About jetNEXUS

The jetNEXUS ALB-X offers powerful, feature-rich application delivery control and load balancing that enables users to deliver resilient and responsive services with granular control over application traffic.

Featuring layer4-7 load balancing, advanced traffic management capabilities and optimisation features including SSL Offload, Content Caching and Compression, jetNEXUS improves the performance, scalability and reliability of applications for a superb end user experience.

With unprecedented ease of use, the jetNEXUS ALB-X load balancer can be installed in a matter of minutes, with users only requiring a basic level of technical expertise to configure the product to meet their load balancing needs.