jetNEXUS Load Balancer

digdat™ select jetNEXUS to deliver high availability and performance for its online mapping service.

Company

digdat™

Industry

Utilities

Challenges

- Business critical website
- High-volume traffic
- No existing load balancer
- Single point of failure

Solution

jetNEXUS ALB-X VA

Why jetNEXUS?

- Easy to deploy
- Advanced features
- Traffic management
- Custom health checks
- Price: performance
- Superb technical support

The Result

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

The Customer

digdat™, a subsidiary of Anglian Water Services, provide 24/7 access to service information, showing the location and details of underground assets such as water, drainage and sewerage, electricity, telecommunications and energy (oil and gas) across the whole of Great Britain.

Revolutionising the visibility and resilience of underground assets, digdat™ responds to more than 600,000 digdat™ requests a year, providing in excess of 3million maps per annum to over 12,000 users from over 400 plus local authorities.

The Challenge

Richard Barry, Head of IT for digdat™ discusses the importance of the technology underpinning their web-based, self-service search portal. "At digdat™ we pride ourselves in providing users with an accurate response in a timely manner and this uncompromising commitment to excellent customer service drives our work. The critical nature of the information we deliver, matched with the increasing demands of our clients exposed the need to introduce an additional layer of resilience to our network to ensure maximum network uptime."

> "jetNEXUS was incredibly simple to deploy, backed with a superb level of support from the team. This combined with an extremely cost effective price point meant that jetNEXUS was the perfect choice for us."
>
> Richard Barry, Head of IT, digdat™

Having researched a number of load balancing solutions on the market the team embarked upon a trial of jetNEXUS. "We were looking for a Load Balancer that would integrate into our virtualised environment with minimal disruption and configuration time" states Richard. "jetNEXUS was incredibly simple to deploy, backed with a superb level of support

from the team. This combined with an extremely cost effective price point meant that jetNEXUS was the perfect choice for us."

A Smooth Deployment

jetNEXUS Load Balancers distribute application traffic amongst healthy, free servers to remove any single point of failure and ensure high availability. Application acceleration features such as SSL Offload, Content Caching and Compression ensure that the digdat™ search responses are served with speed and efficiency for an excellent user experience.

"Since implementation, the network and service is reliable and efficient, eliminating both planned and unplanned periods of downtime," explains Richard. "Day-to-day management is simple and straight forward and if we need to carry out maintenance; servers can be removed and added without disruption to service delivery. This allows us to seamlessly scale in line with business growth and deploy new applications without having to re-architect them."

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Richard Barry, Head of IT, digdat™

Advanced Functionality For Intelligent Application Delivery

The jetNEXUS Load Balancer also provides Richard's team with an insight into the health and performance of specific servers and applications and the ability to route and direct traffic with customisable rules. Richard states "Advanced server health monitoring and traffic management functionality gives us greater intelligence and control in application delivery that we previously we didn't have."

The digdat™ IT team has found the overall experience so positive that it is now looking to extend the use of jetNEXUS to all of Anglian Water Services public web servers. "jetNEXUS is extremely intuitive, requiring very little expert knowledge to get up and running yet there are a host of advanced features to enhance service delivery if required. jetNEXUS represents excellent price performance and the technical support we've received is outstanding."

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.