

University of Surrey

Kelway provided Citrix Netscaler which solved the need for a supported load balancer for University of Surrey

"Kelway and Citrix worked hard to ensure that all expectations were met, especially with regards to downtime for the critical 24/7 application, due to the pre planning downtime was 2 minutes."

Simon Bailey, University of Surrey

The Challenge

University of Surrey were using an Inkra 1504 GX load balancer for the WebCT application, they had been using this for over 2 years, however due to the company going bankrupt, this box was no longer supported. This caused an issue, as the application it was load balancing was a critical application that was used by over 22000 users across the University, so if the box went down there would be a massive issue in getting the application out to all the users. Further to this, they also had the additional problem that as they have foreign students that also use this software, they could not afford to have a lot of downtime, when installing the new box.

The Solution

Kelway first started working with Surrey University about 7 months before the product was actually installed. Having spoken on the phone, we decided that the best way forward was to engage Citrix, as these were one of the two vendors that produced products that are documented on the WebCT forum and recommended to work with the application. We met on a number of occasions to make sure that the correct box was quoted, the University wanted a box that was going to give the option for add on's in the future, as well as opting for a HA pair to give redundancy. Due to the fact it was imperative there was little to no down time moving to the replacement box, and there were also concerns about the speed of the unit, we arranged a free of charge and well planned evaluation and testing day helped to reassure that the university. There were then a number of meetings to go over the statistics and results of the testing, before finally deciding on a box and support. We were able to provide educational discount which also meant our solution was a lot cheaper than the competitor.

The Results

Due to Kelway's Gold Partner status with Citrix, we were able to advise and test a solution that was going to meet all the Universities requirements and expectations, and was both cost effective and gave the option to add on features at a later date without having to purchase another box.

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