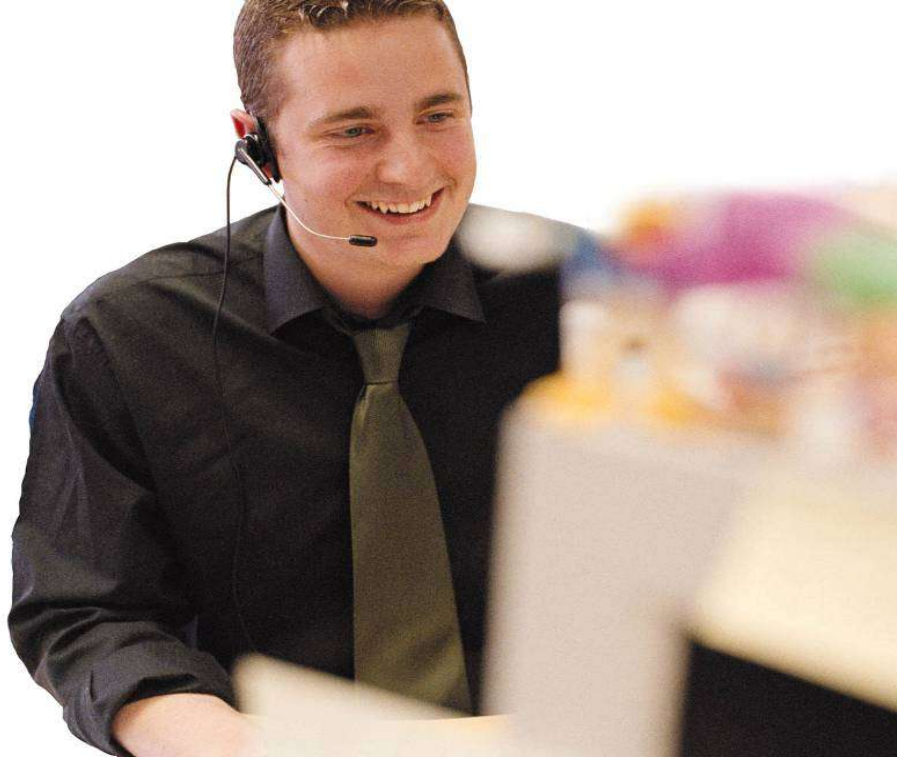




"We were already using LVS but wanted a solution with quality technical support. Loadbalancer.org have easily exceeded our requirements."

Johannes Grumböck
Porsche Informatik GmbH



World Class Support

A full range of support packages are available including Premium 24*7 & next day hardware replacement. Purchasing support automatically extends your hardware warranty and gives access to on-line security and feature updates.

At Loadbalancer.org we like you to get the right answer first time, when your support case is looked at it will normally be by one of our in house engineers:

- **Standard Support 9am-5pm (in your local time zone)**
- **Upgradeable to 24*7**
- **Comprehensive SLA**
- **Phone, Email, Web, & Remote Access included**

Loadbalancer.org Support Services are there to fully support you by delivering a full range of services to ensure your success with our products. These services range from on-line web tools, direct access to our expert Network Support Engineers, around-the-clock access to technical information, and more. Loadbalancer.org Support Services is dedicated to helping you get the most from your Loadbalancer.org products while improving your ROI, reducing your administration hassles, and ensuring the reliability of your networks and the applications that run on them.

Product Expertise

Superior product knowledge is key to superior product support. Loadbalancer.org Network Support Engineers receive continuous training updates and have been part of the Loadbalancer.org team for an average of 4 years. They know Loadbalancer.org products and the networking environments they're deployed in. The results? Real resolutions, every time in every situation.

Always Available

Loadbalancer.org Engineers are ready to provide assistance around the globe, around the clock, 365 days a year. Loadbalancer.org never take a break... ensuring you can.



Fast Replacements

Ensuring your networks are able to sustain maximum up-times shouldn't be stressful. Advance Replacement means replacement products or components are usually shipped within 24 hours, or 4 hours Rapid Replacement option.

Comprehensive

Keep your product's defences up to date with the latest software version. You'll have access to both the newest full feature software upgrades and code fixes as soon as they're available.

Convenient

Loadbalancer.org offers a support program to fit your business needs. Choose from one of two service levels that's right for you. Enjoy unlimited access to powerful on-line support tools from Ask Loadbalancer.org to our WebPortal, where expert answers to your questions are available 24 x 7.

Ask Loadbalancer.org

Got questions? We've got answers. Whether you have a specific technical question about Loadbalancer.org products or simply want general information about Loadbalancer.org solutions and services, the Ask Loadbalancer.org our On-Line support has the answer. Just type in a question and Ask Loadbalancer.org immediately provides solutions. Ask Loadbalancer.org is the fast and convenient way to get the most from your Loadbalancer.org products.

Rapid Replacements

Advance Replacement means that once a Loadbalancer.org Engineer has confirmed the hardware failure, replacement products or components are usually shipped within 24 hours, or 4 hours with the Rapid Replacement option.

Case Escalation

Loadbalancer.org is committed to monitoring all technical issues submitted to ensure that your case is managed appropriately. All submitted issues are classified and escalated according to strictly followed guidelines to ensure that no issue is left unresolved.



The TOMMIE ASP hosting solution uses a Loadbalancer.org Enterprise clustered pair to help us to balance the load across our web server farm. The solid state design, use of Open Source software and excellent value offered were major factors in deciding to go for this solution.

Paul Trickey Development Director



"Eurogamer have been very happy with loadbalancers from Loadbalancer.org, particularly due to their speed and stability. We have had no down-time from our device in over 2 years and they have handled significant traffic (>15,000,000 page impressions/month) without a hiccup.

Nick Loman, Director



Our technical team found that the Enterprise Clustered Pairs were incredibly easy to install and configure, but the most important feature of the Clustered Pairs is that they have continued to do their job invisibly for over a year without anybody going near them."

Andrew Saba, MediaHigh

