

## Fujifilm UK accelerates the deployment of medical imaging systems and meets customer demand for high availability and reliable service

As a leading supplier of medical imaging systems to the NHS, Fujifilm UK needs to be able to install its solutions quickly, support them effectively and ensure that they are available to clinicians 24/7. It is achieving all of these goals by standardizing on the use of virtualized load balancing products from Loadbalancer.org maintenance.



# FUJIFILM



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Jason Bennett  
Service Delivery Manager, Fujifilm

### Challenges

- Standardize on a single, cost-effective load balancer for all UK deployments of Fujifilm's Synapse range of medical imaging solutions

### Solution

- Loadbalancer.org Enterprise VA R20
- Loadbalancer.org Enterprise VA MAX

### Benefits

- Straightforward configurations, speeding up on-site deployments
- Constant reliability, ensuring the high availability of medical imaging solutions
- Unrestrained throughput, improving user performance
- A standardized approach, simplifying customer support
- Lower costs, allowing for more competitive pricing

## Challenges

Fujifilm UK is a trusted supplier of advanced medical imaging solutions used by the National Health Service (NHS), as well as private hospitals and clinics throughout the UK. The company embeds load balancing functionality into its market-leading Synapse range of diagnostic imaging solutions to maximize availability and provide medical practitioners with uninterrupted access to the patient data they need.

Historically, Fujifilm UK had used a range of different load balancer products in conjunction with its portfolio of Synapse solutions. As a result, different sites had slightly different installations, which made it harder for the company's technical team to provide support. In addition, Fujifilm UK was concerned about its rising load balancer costs and disappointed by the support it had been receiving. It therefore decided to search for a new vendor and standardize on a single load balancer platform for all future Synapse deployments in the UK.

## Solution

Fujifilm evaluated Loadbalancer.org's virtualized solutions and found that they offered all of the functionality the company needed, at a lower cost than other similar products. This cost saving would enable it to price its medical imaging solutions more competitively in the market and deliver better value for money for its customers.



*With Loadbalancer.org there are no restrictions, so our customers can increase their use of our medical imaging solutions on demand, without any performance issues or cost implications”*

Loadbalancer.org also offered strong experience in the medical imaging market worldwide and an excellent track record for support. “When we first contacted Loadbalancer.org, the technical team was very knowledgeable and helpful,” recalls Jason Bennett, Service Delivery Manager at Fujifilm Medical Informatics. “This gave me confidence that we were making the right decision.”

Loadbalancer.org worked with employees from Fujifilm UK to identify how its virtualized load balancers could best complement Fujifilm solutions. Loadbalancer.org then created a bespoke installation guide for Fujifilm UK to document the best and fastest way to install the Loadbalancer.org products on customer sites to optimize the performance of Synapse medical imaging solutions.

## Results

The simplicity of the configuration of Loadbalancer.org products, combined with the bespoke deployment guide, allows Fujifilm UK to accelerate the roll-out of its medical imaging solutions. New employees at Fujifilm UK can get up to speed quickly and, as every deployment has the same load balancer, each new project can be delivered efficiently using the same proven implementation approach.

Once installed, the Loadbalancer.org products help Fujifilm UK to meet its strict Service Level Agreements (SLAs) and deliver medical imaging solutions that are highly available and reliable. “A simple, stable load balancer is vital for medical imaging systems, and that’s what we get from Loadbalancer.org,” Bennett says. “I can’t think of a single incident caused by a Loadbalancer.org product, on any customer site, since we installed the first one more than twelve months ago.”

Furthermore, Fujifilm UK can avoid unnecessary bottlenecks in performance for its customers, as the Loadbalancer.org products have no bandwidth restrictions. “Some load balancer vendors throttle their products to restrict throughput,” Bennett says. “With Loadbalancer.org there are no restrictions, so our customers can increase their use of our medical imaging solutions on demand, without any performance issues or cost implications.”

As Fujifilm UK rolls out Loadbalancer.org products to its entire UK customer base, it also expects to make significant improvements in customer service. Bennett explains: “We are gradually migrating our existing customers from their legacy load balancers to Loadbalancer.org. When this process is complete, our technical support team will have just one product and one standardized network architecture to learn and will be able to support customers more effectively.”

More than a year after selecting Loadbalancer.org, Fujifilm UK remains impressed by the commitment of its new partner and the quality of the vendor's support services. “Loadbalancer.org has been really proactive, helpful and engaged,” Bennett says. “Whenever we have had any questions, Loadbalancer.org has been quick to respond. I’ve only got positive things to say about the company.”

