



CDC Arkhinéo selected ALOHA load balancers to guarantee the performance of its electronic archiving services

The trusted third party archiver rolled out Exceliance load balancers to improve the response times of its online Coffre-fort électronique® service. Exceliance's partner Axel IT integrated the load balancers in collaboration with CDC Arkhinéo teams.

Partnership with :



Project at a glance

Customer :

CDC Arkhinéo

Group : Wholly-owned subsidiary of Caisse des Dépôts

Vertical Industry :

IT – trusted third party archiver

Location :

Paris, France

Customer needs :

- Guarantee 24/7 access to Coffre-fort électronique® (electronic safe), its probative value archiving service
- Be able to switch production quickly from one site to another, if a failure occurs
- Improve response times when documents are deposited and retrieved

Solution :

ALOHA Load Balancer 2k in an active/passive cluster

Quality and availability: at the heart of CDC Arkhinéo's services

Founded in 2001, CDC Arkhinéo is a leader in the probative value electronic archiving industry. Accessible in SaaS mode, its Coffre-fort électronique® solution guarantees long-term conservation of paperless documents (invoices, pay slips, emails, contracts, timestamp tokens, proof files, etc.). Several hundred customers in multiple industries use this solution directly and indirectly.

As a trusted third party archiver, CDC Arkhinéo is committed to every step of the archiving process: guarantee that data is stored in highly secure archiving centers, guarantee the integrity of archived data, high availability guarantee and guarantee that all data is retrieved on time. To fulfill these guarantees, its services' technical architecture must be reliable, secure and available 24/7 for both reading and writing. With a volume of 120 million new documents in 2011 – and continually increasing volumes – the existing load balancing solutions were reaching their limits to smooth traffic between the two front-end sites, located near Paris. *"We had detected possible micro-outages, which were incompatible with the quality of service required for our industry,"* stated Alpha Camara, CDC Arkhinéo Production Engineer.

ALOHA Load Balancer: the best performance to features ratio

In 2011, CDC Arkhinéo's IT teams began looking for a new, more scalable load balancing solution. They soon discovered Exceliance's load balancer and its reasonable performance to features ratio. *"Other solutions we analyzed were oversized,"* added Alpha Camara. *"Exceliance load balancers appeared to be a perfect fit for our needs."* Another selection criteria was the responsiveness and proximity of Exceliance teams and those of its integrator, Axel IT. *"Our contacts quickly understood our needs and were available right away,"* recalled Alpha Camara.

Traffic to secure

During summer 2011, CDC Arkhinéo's IT managers decided to try ALOHA, first in a test environment and then in production. In October 2011 the decision was made: the architecture was now built around two ALOHA 2K boxes in a cluster and active/passive mode. November and December were spent configuring the tool, tailoring it to the needs of CDC Arkhinéo and its customers, starting with customizing the security parameters. *"Document capture and reading generates thousands of HTTPS and SMTP protocol based requests. In general, load balancers think that a too large flow sent from the same source is an attack and end the session when the default ceiling is reached,"* explained Alpha Camara. Secure SSL connections (return flow), the management of logs and APIs and other items were also configured.

Only one month after its rollout, CDC Arkhinéo teams have noted the improved performance, in particular in real-time capture processes. Adjustments made by the Axel IT and Exceliance teams also made it possible to guarantee the installed routers' performance. *"We have confidence in the future; the created architecture is scalable and capable of supporting our strong growth,"* concluded Alpha Camara.

Project Overview

Summary

CDC Arkhinéo, a French probative value archiver and wholly-owned subsidiary of Caisse des Dépôts, uses AHOLA load balancers to guarantee 24/7 availability of its Coffre-fort électronique® service.

Challenges

- Guarantee 24/7 service availability
- Be able to switch traffic between two front-end sites
- Optimize quality of service as the archiver continues to grow (number of customers and volume of archived documents)

Keys benefits

- Ability to switch production from one front-end site to the other
- Improved response times for both reading and writing
- Flexible administration



Exceliance offers a full line of load balancers to improve performance, guarantee quality of service and ensure the availability of critical business applications.

Developed using HAProxy open source load balancing software, Exceliance solutions are known for their processing performance, reliability and wealth of features. Offered at more affordable prices than other commercial solutions, they cover 100% of the needs of 95% of companies and are easy to deploy and to administer. They are available in two different formats: rackable hardware appliance and virtual appliance running on any major hypervisor.

Headquartered in Jouy-en-Josas (Yvelines, France) has customers in the banking, retail groups, energy and e-commerce industries and the public sector. Exceliance solutions are also used by many hosting providers.

Exceliance - ZAC des Metz - 3, rue du petit Robinson - 78350 Jouy-en-Josas
Tél. : +33(0)1 30 67 60 74 - Fax : +33(0)1 80 82 66 60
contact@exceliance.fr - www.exceliance.fr