

BlueCat ends ISP's Quest for a Next Generation DNS/DHCP Appliance

BACKGROUND

QuestZones Inc. developed its level of expertise by employing professionals and researchers in the field of computer science, and then mandating them to become leaders of specialized computer services and connectivity. The internet service provider is dedicated to providing its customers with fast, reliable, internet connections, as well as website hosting services and managed networking to allow customers to focus on carrying out their business objectives. Their clients' retail networks often comprise hundreds of thousands of widely distributed VPNs over broadband and wireless internet – each one depending upon the reliability and continuity of QuestZones' own network.

OPPORTUNITY

QuestZones was uncovering several serious limitations with their DNS server from BorderWare Technologies. Glitches or interruptions in QuestZones' DNS performance would lead to clients' loss of internet connectivity, prevented the completion of sales transactions and/or disrupted employee productivity. Increasingly apparent technological nuisances such as the server only accepting domain names of a limited length, meant that those customers with longer domain names simply could not be serviced. Also, the management layer of the BorderWare system could not deliver the type of high-level functionality that the first-rate internet service provider required. Therefore, QuestZones entered into search for an appliance-based network solution that was much more sophisticated than the one they had in place, and would meet their stringent technology demands.

SOLUTION

Rene Godin, a Systems and Network Engineer at QuestZones, evaluated appliances from InfoBlox and BlueCat Networks. "Infoblox's DNSone offered no contest to the appliance from BlueCat", Godin said, citing unparalleled functionality and reasonable pricing as the two key factors that led QuestZones to purchase three (3) Adonis 1000 DNS/DHCP Appliances™ from BlueCat. Adonis' award-winning Management Console delivered advanced functionality via its intuitive GUI, which a comprehensive suite of wizard-based server management tools.



“ We've eliminated our external DNS concerns, and I feel completely confident running the appliances without intervention. ”

Bashir Khokhar
Manager of Network Solutions at
Ricoh Corporation



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CASE STUDY

IMPACT

Godin avows that the “[Adonis 1000] has simplified my job one hundred times over”. He appreciates the ease-of-use with Adonis’ incredibly user-friendly interface, reports significantly increased service uptime, and enjoys network management capabilities that simply were not available to him before. Godin and other network administrators at QuestZones can now effortlessly configure, deploy, and administer IP addresses and domain name resolutions using Adonis’ advanced administrative tools and wizards. Using the highly available Adonis 1000 DNS/DHCP Appliance and its centralized management console, QuestZones can continue to deliver the uninterrupted, unequaled internet service that its clients depend upon.

PROVIDER



“ Adonis 1000 has simplified my job one hundred times over. ”

Rene Godin
Systems and Network Engineer
QuestZones



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