



## Australian National Opera Bets Performance Quality on 2X Reliability

### Problem

As one of Australia's pre-eminent landmarks, the Sydney Opera House is well-known to frequent travelers and the general public alike. What is not so well known is the day-to-day operations of the company with exclusive use of the Opera House facility, Opera Australia. Unlike other well-known opera producers, Opera Australia is responsible for all aspects of Opera House productions, including staging, materials production, and show coordination. As an all-in-one production firm, the company has to ensure that production targets are met for each show date, requiring the flawless efficiency of the company's server-based computing environment.

**"The 2X LoadBalancer has reduced our slow speed issues to virtually nothing."**

**- Grant Cresswell, Opera Australia**

Grant Cresswell is IT Manager at Opera Australia, and explains that the company used Microsoft Terminal Server for remote server access, due to its attractive

product pricing. However, he notes that when Opera Australia's 150 users logged in for server use, they were forced to choose which server they preferred for application hosting. Without an idea of the demands already placed upon their server of choice, Grant had no way of efficiently balancing application demands with available resources among his server base, resulting in highly inefficient application delivery and slow network speeds, testing the ability of the Opera Australia staff to meet their opera production targets.



Sydney Opera House, performance center for Opera Australia

### Solution

As a solution to Opera Australia's network problems, Grant investigated load balancing solutions and eventually settled upon the 2X LoadBalancer, initially choosing it because of its low cost compared to other load balancing solutions. Grant installed the 2X LoadBalancer to six of his seven 32-bit terminal servers, leaving one server as a backup. All servers use Windows 2003 R2, without active virtualization platforms. Microsoft Terminal Services is still used as a partial solution, but is heavily supported by the 2X LoadBalancer, which Grant explains has helped convert very long wait times to "virtually nothing."

### Benefits

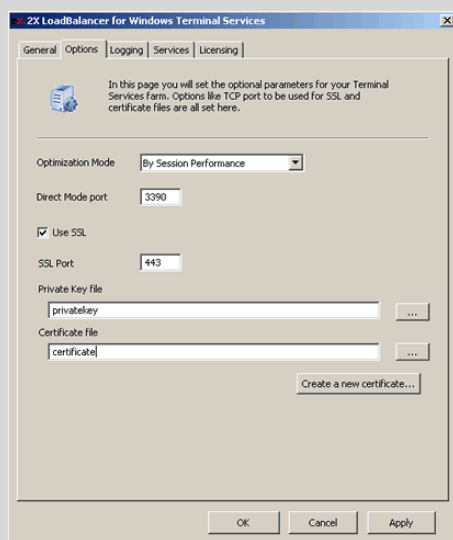
Grant described the benefits of the 2X LoadBalancer as falling in two main areas, providing both effective resource management to improve the company's network speeds, but also allowing the system to be managed through an incredibly simple user interface.

### Resource Management

In describing the effectiveness of the 2X LoadBalancer addition, Grant mentions that the product performed remarkably well, even given the fact that it was installed right as the company's IT crew was transitioning its outsourced IT help desk functionality to another source. The product has worked "flawlessly in



Opera Australia's outdoor performance of Tosca



The 2X LoadBalancer intelligently distributes the load on the Terminal Server machine which has the least usage. By retrieving information about the Terminal Servers' resource usage before establishing the connection, it is able to determine the best Terminal Server to handle the incoming session.

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combination with Terminal Services," even to the point that the 2X LoadBalancer has been recommended to other clients for its ease of use and ability to seamlessly allocate resources among servers. While complaints about network speeds and application delivery performance used to be a "constant issue," especially when using the Lotus Notes client for remote application use, Grant reiterates that since the integration of the 2X LoadBalancer, the number of complaints has been reduced "to nothing," making his job as IT Manager "a much simpler one." The reliability of the solution is such that while Grant is confident in 2X Software's solution support capabilities, he can't comment on his support experience specifically, because he's "never had to call them, since the product simply works as expected." The reliability of the solution has thus given Opera Australia peace of mind in knowing that, with a schedule where "the show must go on," they have the computing resources they need to meet production targets with ease.

### Simplicity

The 2X LoadBalancer's performance additions are coupled with the fact that Grant describes the solution as "extremely simple to use." He notes that "within five minutes of being shown what the product is and how it performs load balancing functions, I was fully comfortable with using the product, being able to monitor each terminal server without a hitch." The product's "easy-to-use interface" has been especially useful, dramatically reducing the time required in understanding the functionality of the product, and moving directly to its implementation. The simplicity of the solution has led Grant to make 2X solutions a top priority in consideration an expansion of the company's application publishing capabilities. He explains that "I know 2X products are built in a simple way that allows them to perform exactly as expected," which makes them a great option for future expansion plans. Because of their ease of use, 2X solutions will continue making it easy for Opera Australia's to meet the demanding standards of the sophisticated audiences they serve.

### About 2X Software

2X Software Ltd. develops enterprise server-based virtual computing software, enabling desktop virtualization and application streaming on personal computers and thin client devices. Its product line, which includes the award-winning 2X VirtualDesktopServer and 2X ApplicationServer, is easily scalable, installable, and manageable with straightforward licensing, resulting in product prices far below those of competitors. For more information, please visit: <http://www.2x.com/>.

### About Opera Australia

Opera Australia is Australia's national opera company. Resident at the Sydney Opera House, Sydney and the Arts Centre, Melbourne, it performs in capital cities and regional centres, inspiring people across the country with live opera. The company casts its productions from an ensemble of Australian artists, with regular appearances by international guest artists. For more information, please visit: <http://www.opera-australia.org.au/>.