Progress® Kemp® LoadMaster®

Imperial College Healthcare NHS Trust Optimizes 24/7 Clinical IT Operations with Advanced Load Balancing Solution

AT A GLANCE

NHS
Imperial College Healthcare
NHS Trust

Imperial College Healthcare NHS Trust runs multiple acute hospitals and satellite sites, with 24/7 clinical services that are heavily dependent on digital systems. The Trust selected the Progress Kemp LoadMaster solution as its standard load balancing and application delivery platform across its data centers and demilitarized zone (DMZ). Over the last 10 years, Imperial College now operates a pair of consolidated, highly available LoadMaster solutions across two data centers, plus virtual instances, underpinning both clinical and non-clinical applications.

COMPANY
Imperial College Healthcare NHS Trust

INDUSTRY
Public Sector/Healthcare

PRODUCT
Progress® Kemp® LoadMaster®

COUNTRY
United Kingdom

"You have to understand that we're not a typical 9-to-5 business. We're a hospital that needs to run 24/7. LoadMaster gave us the ability and the luxury of managing our systems without incurring any downtime or service-affecting updates that would cause services to go down."

Yusuf Mangera
Technical Architect,
Imperial College Healthcare NHS Trust

Challenge

Imperial College Healthcare NHS Trust faced multiple challenges with its legacy load-balancing setup. It was routing traffic without intelligence and the vendor had exited the market, necessitating a strategic replacement. Applications, spreadsheets and databases relied on hard-coded IPs and hostnames, complicating migrations, upgrades and infrastructure changes with high risk and downtime.

Solution

Deployed multiple highly available LoadMaster instances (now consolidated to a larger HA pair across two data centers) to front key applications.

Optimized distribution enables zero-downtime patching and scaling for 24x7 hospital systems with Layer 7 intelligence with Secure Sockets Layer (SSL)/ Transport Layer Security (TLS) offloading.

Expanded security standards by implementing built-in security controls like web application firewalls (WAF).

Results

Enabled continuous clinician access to patient data with zero downtime, supporting seamless, timely and reliable care delivery.

Accelerated application logins by approximately 75–80%, cutting typical login times from an average of 2–3 minutes to under 30 seconds across multiple shifts while eliminating 45 legacy WNLB clusters to slash network overhead.

Standardized deployments and security via pre-built templates, built-in WAF, and TLS policies, cutting rollout times and extending perimeter-grade protection to internal apps.

Simplify your infrastructure, minimize downtime and deliver seamless digital experiences with the Progress LoadMaster solution.

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