((📡)) SAFEDNS

Beyond Vultr: SafeDNS transforms network performance with NetActuate's Anycast

The Power of Expert Support and Strategic Optimization.

Customer

SafeDNS is a global leader in secure DNS services, operating in 69 countries. In early 2023, SafeDNS sought to enhance network performance and reliability, prompting a transition from Vultr to NetActuate. Their advanced solutions help organizations block harmful content, protect against online threats, and ensure safe browsing for families, businesses, and educational institutions.

Challenge

As SafeDNS expanded, they faced significant routing issues with Vultr. Adding more points of presence (POPs) failed to improve latency and response times, necessitating a more effective solution.

Solution

In early 2023, SafeDNS initiated a Proof of Concept (POC) with NetActuate, allowing for independent testing and gradual optimization.

Key Aspects of the Solution:

Expert Support: NetActuate's engineering team provided direct assistance in optimizing routing announcements, enabling rapid adjustments based on real-time performance data.

Routing Optimization: SafeDNS faced anycast routing challenges that required specialized expertise. NetActuate helped them shut down underperforming nodes and refine their global routing strategy to improve latency and response times.

SafeDNS's transition to NetActuate led to enhanced efficiency and improved customer satisfaction.

Customer Feedback

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NetActuate's openness to discussions and responsiveness set them apart. Their depth of expertise and willingness to share it have equipped our team with valuable insights and enhanced our understanding of our network.

The quality of their service stands well above the competition, particularly in the technicalexecution of their solutions. Since transitioning from Vultr to NetActuate, provider-sideserver issues have become a thing of the past.

When server problems arise, we now have full confidence they are on our side, not theprovider's. This shift has meaningfully reduced my involvement in troubleshooting,delivering the kind of efficiency and reliability IT professionals prioritize in their partnerships.

– Arko Labrie, Product Owner at SafeDNS

The NetActuate Difference

Deploying anycast services isn't just about adding new POPs—it requires a deep understanding of global contracts, agreements, peering, and transit.

Anycast Deployment

When SafeDNS faced routing challenges during their expansion, NetActuate actively engaged in tuning routing announcements to optimize anycast performance and response times.

Proactive Problem Solving

As SafeDNS expanded globally, they encountered routing challenges that required expert intervention. NetActuate's engineers worked directly with them to diagnose and resolve issues, eliminating underperforming nodes and realigning routing strategies for maximum efficiency.

Results

Improved Performance: Streamlined routing reduced latency and enhanced reliability for SafeDNS customers.

Cost Efficiency: Consolidation with NetActuate allowed SafeDNS to discontinue underperforming nodes from Vultr, optimizing costs.

Greater Control: Personalized support enabled SafeDNS to respond quickly to routing issues, ensuring consistent service delivery.

About NetActuate

NetActuate is a leading provider of hybrid global edge solutions, offering comprehensive infrastructure consulting, DevOps, and 24x7x365 NOC support. With a presence in over 30 data centers, we empower businesses to deploy faster and operate more efficiently worldwide.