



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

From routing challenges to seamless connectivity: The power of expert support and strategic optimization

Case Study



Customer

SafeDNS is a global leader in providing secure DNS services, operating in 69 countries. In early 2023, the company sought to enhance its network performance and reliability, prompting a transition from Vultr to NetActuate. Their solutions help organizations and individuals block harmful content, protect against online threats, and ensure safe browsing experiences. By utilizing advanced technologies, SafeDNS aims to enhance internet security and privacy, making it a valuable resource for families, businesses, and educational institutions looking to safeguard their online activities.

Challenge

As SafeDNS expanded its customer base, it encountered significant routing issues with its previous provider, Vultr. Their initial approach of adding additional points of presence (POPs) did not yield the expected improvements in latency and response times, leading to a need for a more effective solution.

Solution

In early 2023, SafeDNS began discussions with NetActuate, entering a formal Proof of Concept (POC) phase. The setup was initially manual, allowing SafeDNS to conduct independent testing.

Key aspects of the solution included:

- **Expertise and Support:** NetActuate's engineering team provided direct support in optimizing routing announcements. This hands-on approach allowed for rapid adjustments based on real-time performance metrics.
- **Routing Optimization:** SafeDNS faced challenges with anycast routing, which required specialized knowledge. NetActuate's team advised SafeDNS on shutting down underperforming nodes and tuning their global routing strategy to enhance latency and response times.

Our unique offering of personalized support and direct access to engineering resources set us apart from larger providers. This exemplifies how SafeDNS transformed its network performance through collaboration with NetActuate, achieving greater 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 technical execution of their solutions. Since transitioning from Vultr to NetActuate, provider-side server issues have become a thing of the past.

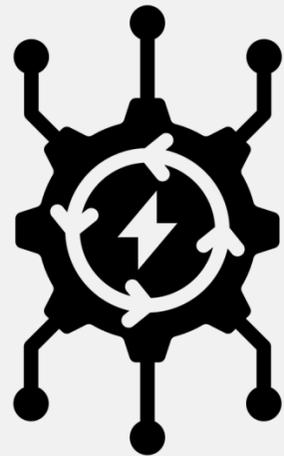
When server problems arise, we now have full confidence they are on our side, not the provider's. This shift has meaningfully reduced my involvement in troubleshooting, delivering the kind of efficiency and reliability IT professionals prioritize in their partnerships.

-Arko Labrie, Product Owner at SafeDNS

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The NetActuate Difference

At NetActuate, we understand that deploying anycast services requires more than just adding new points of presence (POPs) to attract traffic. The effectiveness of anycast routing is not automatic; it hinges on a complex interplay of global contracts, agreements, peering, and transit.



Anycast deployment

When SafeDNS faced significant routing challenges during their expansion, our engineering team played a crucial role in optimizing their routing strategy. They didn't just set up the network; they actively engaged in tuning announcements to ensure that SafeDNS's customer base experienced improved anycast performance and response times.



Proactive problem solving

As SafeDNS began to announce their services globally, they encountered numerous routing issues. NetActuate's network engineers were directly involved in diagnosing these challenges, advising SafeDNS to shut down underperforming nodes and realign their routing strategies. This proactive approach allowed SafeDNS to streamline their global routing profile effectively.

Results

The collaboration between SafeDNS and NetActuate led to several significant improvements:



Improved performance

SafeDNS was able to streamline its routing profile, resulting in reduced latency and enhanced reliability for end-users.



Cost efficiency

The optimization allowed SafeDNS to discontinue nodes with Vultr, consolidating their network with NetActuate's services.



Greater control

With the personalized support from NetActuate, SafeDNS gained the ability to rapidly respond to routing issues, ensuring consistent service delivery.

About NetActuate

NetActuate is a leading provider of hybrid global edge solutions, offering comprehensive infrastructure and architecture consulting, DevOps, and 24x7x365 NOC support. With a global presence in over 30 data centers and a commitment to innovation, NetActuate empowers businesses to deploy faster and operate more efficiently, no matter where they are in the world.

<https://netactuate.com>

Ready to get started?

To learn more about how you can get agile, scalable digital infrastructure for your industry, contact NetActuate today.

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