aws marketplace

Kemp LoadMaster

Reviews, tips, and advice from real users

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Product Recap

Kemp LoadMaster

Kemp LoadMaster Recap

Kemp LoadMaster enhances server performance by providing secure, intuitive load balancing solutions with easy deployment. It supports high availability, integrates seamlessly with IT infrastructure, and ensures optimal traffic distribution for critical applications.

Kemp LoadMaster is known for its ease of use and high-level security capabilities, making it ideal for managing multiple servers. Its intuitive interface simplifies configuration for load balancing and reverse proxy across multi-site Exchange, while the Edge Security Pack distinguishes between critical infrastructure and public internet. Supporting seamless service continuity and effective traffic distribution, it significantly boosts server performance through SSL offloading and intelligent monitoring. However, improvements are desired in stability and reporting, as well as in security features such as a robust Web Application Firewall and more intuitive logging and monitoring.

What are Kemp LoadMaster's Key Features?

- Ease of Use: Intuitive interface simplifies server management.
- Security Capabilities: Edge Security Pack aids infrastructure security.
- Load Balancing: Ensures effective traffic distribution.
- High Availability: Supports seamless service continuity.
- SSL Offloading: Enhances server performance through encryption management.

What Benefits and ROI Should You Look for?

- Improved Efficiency: Streamlined configuration for better operational effectiveness.
- Enhanced Security: Protects infrastructure with advanced security options.
- Optimized Performance: Intelligent monitoring results in improved server output.
- Service Continuity: High availability ensures uninterrupted operations.

Kemp LoadMaster is implemented across industries that require robust IT infrastructure management. Organizations use it for load balancing in Exchange environments, securing web servers, and maintaining high availability for public sector services. It supports applications like RDP, SQL, DNS, SharePoint, Citrix, and VoIP, ensuring security and high performance.

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Valuable Features

Excerpts from real customer reviews on PeerSpot:

- "We had some issues in patching management, so we deployed this product for virtual patching, the IPS rule, and it gives us very good results because we have very critical servers."

IshtiaqKhalil
Information Security Engineer at BOK

- "Security is considered the most effective feature in Kemp LoadMaster."

Fareed Afser
Associate Engineer at AST

- "Scalability-wise, I rate the solution a ten out of ten...I rate the technical support a ten out of ten...The initial setup of Kemp LoadMaster is very simple."

PeterForster
Senior Consultant at a tech services company with 51-200 employees

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"LoadMaster is easy to deploy and understand."

Rakesh Joshi

General Manager at Seriti Resources

"Mitigates content security policy issues."

Validated user

IT Director at a computer software company with 10,001+ employees

"From my personal experience, many firewalls provide Load Balancing functionalities, but Kemp Loadmaster has a lot of features and functionalities like what you can configure. So there are a lot of features but we use only five percent of it."

AndreasKuhn

System Specialist at a tech vendor with 10,001+ employees

"The feature I find most valuable is load balancing with different algorithms."

Validated user

Owner at a computer software company with 501-1,000 employees

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What users had to say about valuable features:

"The most valuable feature is that Kemp can be integrated with our active directory, so then we can use ESP. Then SSL certificates can be hosted or deployed from Kemp rather than going through the application.."

Validated user
IT Director at a computer software company with 10,001+ employees

Read full review

"The most valuable features for us are the web balancing and remote access balancing - the product is flawless in regard to these things. The installation is very simple and I like the interface.."

Fernando Zart
Owner at Optiwan

Read full review

"Security is considered the most effective feature in Kemp LoadMaster. In terms of performance, it improves work performance, especially in the distribution of traffic behind the load balancer.."

Fareed Afser
Associate Engineer at AST

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"The most valuable feature of the solution is the Edge Security Pack (ESP). With Edge Security Pack (ESP), you can have your internet connections checked against the authorizations, functionalities, and the pre-authorization that happens when you access resources from the internet that are hosted internally so that no one can access these services without authentication.."

PeterForster
Senior Consultant at a tech services company with 51-200 employees

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"The load balancing features of the LoadMaster are the best we have used.

Failover is seamless and our services are rock solid. Kemp maintains a library of templates pre-configured for a number of services, including Microsoft Skype for Business Server. This makes configuring the virtual services very easy. It also makes it very easy to add additional virtual services as you find new use cases. The convenience of being able to download new or updated templates from Kemp's support site cannot be understated.."

Validated user
Systems Administrator II at Lincoln Land Community College

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"The most valuable features are its High Availability and intelligent traffic distribution, which together eliminate single points of failure. The LoadMaster constantly monitors our servers and, if one goes down, it instantly reroutes all traffic to the remaining healthy servers. This ensures seamless continuity of our services and prevents any single server from becoming a bottleneck by evenly distributing the workload.Furthermore, SSL Offloading has dramatically improved our server performance. Since the encryption and decryption of secure traffic is a very resource-intensive task, the LoadMaster takes on this burden completely. This frees up valuable CPU and memory resources on our backend application servers, allowing them to focus on delivering our services more efficiently and resulting in a much faster and smoother experience for our users.."

IshtiaqKhalil
Information Security Engineer at BOK

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Other Solutions Considered

"We used NLP, which is not in the same leak. That's a Microsoft inbuilt network load balancer, but it's not in the same leak. It doesn't do the application-level low balancing.."

Validated user
Owner at a computer software company with 501-1,000 employees

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"I previously used an open-source version of this solution, but it was very hard to maintain and suffered frequent crashes, so we switched to Kemp for better reliability. I also used Citrix, but the use case for it is completely different than for Kemp.."

Validated user
IT Director at a computer software company with 10,001+ employees

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"We went with Kemp after trying other products like the Netscaler, the F5 solutions, and a few other lesser-known vendors. The Kemp solution gave us everything in the box without having to pay for any additional licenses.."

Validated user
VP/CTO at STARNET SOLUTIONS, INC

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"We did not use a different solution previously. We selected the Kemp LoadMaster at the time we initialized the data center's establishment because its features were considered the best fit for our requirements. We have continued to use this solution, as it has fully met our needs and fulfilled all our requirements since its initial deployment.."

IshtiaqKhalil
Information Security Engineer at BOK

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"Yes, we did evaluate other options before choosing **Kemp LoadMaster**. We conducted a thorough review of various solutions, including open-source options and other hardware and software appliances on the market. We determined that these alternatives were either too expensive, lacked the flexibility we needed, or were simply not a good fit for our specific production environment. Ultimately, we found that **Kemp** offered the best combination of essential features, cost-effectiveness, and ease of use.."

IshtiaqKhalil
Information Security Engineer at BOK

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"Currently, I cannot compare Kemp LoadMaster with similar solutions in the market since I see that my company has to do a lot of work with those customers who use Citrix NetScaler. With Citrix NetScaler, the configuration part is handled by the customer or by one of the partners of Citrix NetScaler. Neither I nor my company have ever taken part in the configuration part of Citrix NetScaler.."

PeterForster
Senior Consultant at a tech services company with 51-200 employees

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ROI

Real user quotes about their ROI:

"The ROI is positive because the solution improved performance, ensured high availability to avoid downtime, and reduced operational costs through simplified management."

IshtiaqKhalil
Information Security Engineer at BOK

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"I have not quantified actual ROI numbers but given the longevity and high-usage of this appliance I would imagine very high, easily our top 15% of IT Infrastructure ROI.."

Validated user
Principal Systems Engineer at World Travel Holdings

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"There is no ROI. It is for security reasons that we decided to use the Kemp Load Balancer solution. We no longer wanted the traffic to go directly to the Exchange servers.."

Validated user
Network and System Administrator at Kliniken Maria Hilf GmbH

Read full review

"Our aim in implementing Kemp was to improve our security posture and increase our security ratings because we were losing business due to our rating being a bit low. Once we implemented Kemp and shared our new security scorecard, our projects got extended, so I believe that Kemp has helped to bring us more business.."

Validated user
IT Director at a computer software company with 10,001+ employees

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"We have saved on man-hours from the manual intervention we used to do as well as the resources we saved from right-sizing our resources that we could then use in other areas.

The return is triple what we invest. ."

Validated user
System Administrator at Routeware, Inc.

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Use Case

"For one major customer, we installed the Kemp Loadmaster as before this I was in security and firewall. But it was requested by Microsoft that there needs to be a Load Balancer in front of the exchange platform. So Kemp is used as a Load Balancer.."

AndreasKuhn
System Specialist at a tech vendor with 10,001+ employees

Read full review

"Our primary use case of this solution is for simple things like balancing web servers or balancing remote desktop servers. My company is based in Brazil. We are resellers of this solution, usually to small and middle size businesses.."

Fernando Zart
Owner at Optiwan

Read full review

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"Our primary use is to provide application load balancing for inbound SMTP mail and webmail for Microsoft Exchange.

We have also used the product to load balance Citrix applications and delivery controllers. In our Citrix environment, it is much easier to implement, manage, and use versus Citrix's own Netscaler that we have used in the past.."

Validated user
VP/CTO at STARNET SOLUTIONS, INC

Read full review

"We use an on-premises Skype for Business Server VoIP service that utilizes the Kemp LoadMaster LM-2400 for service resiliency. This allows our three front-end servers to seamlessly support our service. We never miss a call and our chat service is always ready as a result.

Kemp has a pre-made virtual service profile that perfectly fits our use case so the initial setup is quite easy. We also have expanded the use of the LoadMaster to accommodate a number of ancillary services that also require resilience.."

Validated user
Systems Administrator II at Lincoln Land Community College

Read full review

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"I use Kemp LoadMaster in my company as a replacement for Microsoft Forefront Threat Management Gateway and as a load balancer for Microsoft Exchange services in an on-premises environment. Nowadays, I use Kemp LoadMaster as an application load balancer for SQL Server, DNS servers, and different applications where load balancing is possible.."

PeterForster
Senior Consultant at a tech services company with 51-200 employees

Read full review

"Our primary use case was **traffic load balancing and distribution**. The solution was essential for managing all inbound client traffic, including **HTTPS** and **DNS** requests, by routing it through our firewall cluster.

The load balancer intelligently distributed this traffic to our **Synergy Blade servers**, which are the core of our **Software-Defined solution**. These servers host our websites, Active Directory (AD/DNS), and various other applications. This approach ensured both optimal performance and high availability, preventing any single server from becoming overwhelmed. The solution's ability to manage traffic flow bi-directionally guaranteed a seamless and reliable connection for both internal and external users.."

IshtiaqKhalil
Information Security Engineer at BOK

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Setup

The setup process involves configuring and preparing the product or service for use, which may include tasks such as installation, account creation, initial configuration, and troubleshooting any issues that may arise. Below you can find real user quotes about the setup process.

"The deployment doesn't take much time. It's easier if you have a VM. The hardware takes some time to connect. It hardly takes an hour to deploy if you have everything configured. Kemp is easier to maintain compared to Cisco. ."

Rakesh Joshi

General Manager at Seriti Resources

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"My impression is that the initial setup process is quite straightforward and decent. The only part that was tricky was the global server load balancing.Our model of deployment is on-premises.."

Validated user

Owner at a computer software company with 501-1,000 employees

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"The installation is done remotely and I never visit our customers to deploy. The configuration, the operation and the planning is all done remotely. The product is flawless and all the customers are really happy. The price is very good too compared to the other solutions. Of course, it's aimed at small and medium businesses. I cannot tell you anything about big enterprise or about the higher end LoadMaster. Initial deployment takes a few minutes. ."

Fernando Zart
Owner at Optiwan

Read full review

"The initial setup was straightforward. It took us around two weeks to completely deploy the solution.

For the deployment process, We usually start with ForeSee to show them the value, and then the management evaluates and reviews the result of our POC after we present it to them. And after that, we end the process.."

MahesaPutra
Presales at Efficient IT Systems Ltd

Read full review

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"The initial setup of Kemp LoadMaster is very simple.

The solution is deployed on an on-premises model. We often use Siebel Server Load Balancing for cloud-based services and not Kemp LoadMaster since it is a tool that is included with services provided by Microsoft, making it easier for us to use. Typically, we use Kemp LoadMaster on-premises.."

PeterForster

Read full review

Senior Consultant at a tech services company with 51-200 employees

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"The initial setup was straightforward and intuitive.

The core installation and basic configuration of the solution were user-friendly, allowing us to get the system up and running quickly after our data center was established. The interface and wizards made it easy to configure essential functions like High Availability (HA) and SSL Offloading, which were our primary requirements.

While the initial setup was simple, we found that configuring more complex, custom rules or advanced traffic policies required a deeper understanding. However, the overall process was considered efficient and we were able to deploy the solution to meet our needs without significant delays.."

IshtiaqKhalil

Read full review

Information Security Engineer at BOK

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Customer Service and Support

"When it comes to the maintenance and support of this solution, we have one person dedicated to solving these issues from Kemp Resources that knows our environment and setup.."

Validated user
Owner at a computer software company with 501-1,000 employees

Read full review

"Kemp tech support has been absolutely fantastic.

We have had one hardware issue, which over a span of eight years isn't bad at all, and one setup question. Both of these issues were handled quickly and to our satisfaction.."

Validated user
Systems Administrator II at Lincoln Land Community College

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"The technical support is really good and I've only needed to use the product manual a couple of times. It was extremely efficient and easy to follow. Whenever I need, I can exchange mails or phone calls with their support and they are very quick, and everything works just fine.."

Fernando Zart
Owner at Optiwan

Read full review

"I have never seen a vendor offer such great support to users, to be honest. I rate the technical support a ten out of ten. When you write to Kemp LoadMaster asking for technical support, you won't have to wait for longer than two hours. Kemp LoadMaster offers you a technician who works remotely regardless of the areas of issues in the product, which is really awesome.."

PeterForster
Senior Consultant at a tech services company with 51-200 employees

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"Based on our experience, our interactions with customer service and support have been minimal, which we consider a positive reflection of the solution's stability and our team's in-house expertise.When we did require assistance, we primarily leveraged the vendor's online knowledge base and technical documentation. These resources were highly effective for troubleshooting and answering our technical questions, allowing us to resolve most issues without needing to contact direct support. The quality of these self-service options contributed to a smooth and efficient operational workflow.."

IshtiaqKhalil
Information Security Engineer at BOK

Read full review

"We made one phone call and the problem was resolved, immediately. We had a resolution in 12 minutes!

My understanding is the company is built from engineers who left a competitor and took what people complained about at the original company and made it into a better product. Their support always picks up within minutes. In this day and age, sitting around waiting for techs to pick up the phone is a draining task! I do not like companies that have poorly trained engineers who don't pick up the phone!

Their support team is based in the US and that helps us as well. They seem to understand that we only call if there is a problem we cannot solve. Their engineers are really well trained and understand the root of the problem immediately, almost every time. Again, it's hard to complain about this product as we love it!."

Validated user
VP/CTO at STARNET SOLUTIONS, INC

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Other Advice

"I rate the solution a nine out of ten. The solution is good, but its ability to investigate life traffic and its graphics can be improved. My advice for users considering this solution is to ensure they have adherent to deploy it.."

Olayinka Adetijanwa
Solution Architect at ReDoy Corporation

Read full review

"Kemp LoadMaster is easy to use, especially for smaller organizations or infrastructures. The biggest benefit is that it's easy to use and configure.

I'd rate the solution eight out of ten.."

Fareed Afser
Associate Engineer at AST

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"The user interface is good. The integration is also not an issue for the customers. The integration so far has been advanced for the customers, and I have no problems with it.I recommend considering the pricing model because the solution has good performance and a competitive price. Overall, I would rate the solution a nine out of ten. ."

MahesaPutra
Presales at Efficient IT Systems Ltd

Read full review

"I would rate this solution as a whole a nine, on a scale from one to 10, with one being the worst and 10 being the best.I would advise other people trying to use this solution to go ahead and try to use it as some use cases are quite complex. Our use case is straightforward.."

Validated user
Owner at a computer software company with 501-1,000 employees

Read full review

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“Kemp LoadMaster has been a highly effective and reliable solution for our organization. We selected it when our data center was first established, and it has consistently fulfilled all of our requirements since then.

The solution's primary use case is to load-balance inbound traffic—specifically **HTTPS** and **DNS**—to our **Synergy Blade servers**. Its **High Availability (HA)** and **intelligent traffic distribution** capabilities have been crucial for ensuring continuous service and preventing server bottlenecks. The **SSL Offloading** feature was also a major factor, as it significantly improved server performance by handling resource-intensive encryption tasks.

Based on my experience, I advise others to take full advantage of Kemp's flexible licensing models—perpetual, subscription, and pay-as-you-go—to match their specific financial and operational needs..”

IshtiaqKhalil
Information Security Engineer at BOK

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"My advice is on what they are already using. For example, if it's in a Data Center customer and he already has some security devices and servers. And I would ask him what kind of functionality you want if this can already be set up in a firewall because I'm working very much with FortiGate Firewalls, which also provide load-balancing functionalities. But only up to a specific level, and if it's simple load balancing, round drop into two servers, then you can do it with the firewall. So you don't need an extra device like a dedicated load balancer. But when it comes to load balancing for an exchange platform or another. For the same customer, we replaced the Microsoft TMG with Kemp LoadMaster. Then you have to deal with things and features. For this, you need then this dedicated load to balance the device. So it depends on the functionalities that one requires.

I rate the overall solution a nine out of ten.."

AndreasKuhn
System Specialist at a tech vendor with 10,001+ employees

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by visitors reading reviews

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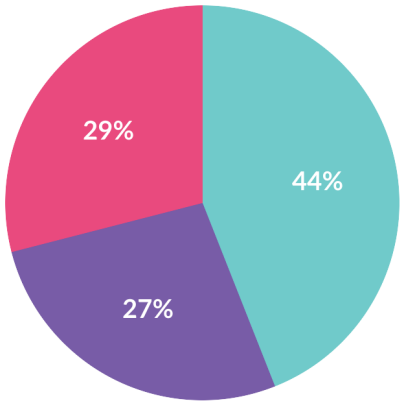
Financial Services Firm	9%
Construction Company	9%

Company Size

by reviewers



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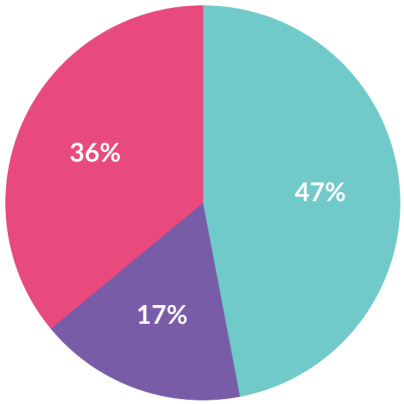

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