

Customer case study | SaaS & Technology

Thru Inc

Strengthening DNS reliability for a dynamic managed file transfer platform.



INDUSTRY

**SaaS &
Technology**



ENVIRONMENT

**Online Managed
File Transfer**



CAPABILITIES

**Cloud DNS +
DNS Failover**



OUTCOME

**Reliable DNS
Processing**

The Customer

Thru Inc. provides managed file transfer and content collaboration solutions that help businesses securely exchange, sync and share files. Its platform supports complex file-sharing workflows across business applications, making dependable access to the right resource essential to day-to-day service delivery.

The Challenge

Thru relied on hundreds of DNS records to direct users and file exchange transactions to the correct resources. The environment changes frequently, especially during planned maintenance. If DNS could not locate the resource a transaction needed, the process could fail. Thru needed DNS that was fast to update, dependable and resilient.

1. Dynamic DNS environment

Hundreds of DNS records direct users to the resources needed for file exchanges.

2. Transaction continuity

If DNS loses track of a required resource, the file exchange process can fail.

3. Reachable redundancy

Backup infrastructure only helps when users can be directed to it when the primary path is unavailable.

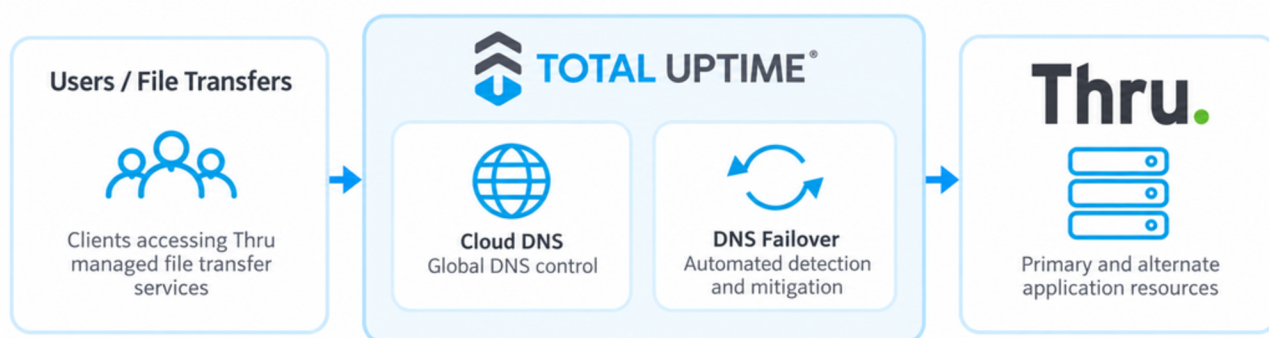


The reliability and support provided by Total Uptime is exactly what Thru was looking for.

Kevin Westenkirchner | Vice President, Operations

Cloud DNS for fast change and automated failover.

Thru deployed Total Uptime Cloud DNS to manage changes through Total Uptime's global cloud platform. Records can be updated through the web management console or programmatically through a REST API, while DNS Failover automation helps detect outages and mitigate them without manual intervention.



Cloud DNS

Provides a cloud-based DNS service that Thru can update quickly as infrastructure and operational needs change.



REST API

Enables programmatic DNS changes in addition to the always-available web management console.



DNS Failover

Detects outages and other undesired events and can trigger mitigation automatically.



Maintenance agility

Allows Thru to modify DNS frequently for planned maintenance and other activities while keeping critical file transfer services reachable.



Reliable DNS Processing

More dependable DNS handling for a platform that relies on frequent record changes.



Rapid Operational Changes

DNS can be updated quickly through the console or REST API.



Automated Resilience

Failover automation reduces the need for manual intervention during outage events.

Your infrastructure will be different.
Your availability requirements aren't.

[Talk to an engineer](#)