

REMOTE IT MANAGEMENT FOR TODAY AND TOMORROW



IT Services Become Top Of The Class

National MSP improves response time and supports demanding SLA to 85 schools with Minicom's Remote Access Management and KVM over IP solutions.

Challenge:

Managing 85 locations, hundreds of servers, dozens of KVM switches, Console servers and network equipment from multiple brands together with a strict, no fault SLA

The regional school district in a West European country is responsible for 85 schools. As computers become critical to the daily operation of educational institutes, the need arose to standardize all IT related aspects across all 85 schools. Explains the district's IT director: "our schools rely heavily on computer systems in most school activities, this requires highly available IT equipment and a fail-safe, 24/7 support and service program that will answer all problem resolution scenarios and enable preventive routine maintenance in a fast and efficient way". The 85 schools are distributed over almost 350km² which makes technician visits a costly item, explains the MSP sales rep: "The business model is a fixed monthly retainer payment. This means that our income is constant but costs can vary depending on what it takes to fix problems, for instance if a technician has to go on site more than the standard weekly visit, this cuts into the profit." Security was also a big concern because of the expensive equipment being far and distributed and fear of unwanted individuals finding their way to the highly confidential data.



Benefits:

- **Peace of Mind**
- IT admin on shift is one click away from IT equipment in the field
- **School Work Continuity**
- faster response time, keeps down time at a minimum
- **Top Security**
- confidential data is locked and kept out of reach
- **High Work Efficiency**
- one portal services 85 schools
- **Remote Power Control**
- power up, down or recycle any piece of equipment remotely
- **Fast ROI**
- 90% of problems solved without a technician roll out

Solution:

The solution provided by the MSP is a local IT center at each school and a control center that manages them all. The control center uses Minicom's AccessIT® system for centralized remote management, consolidating all remote access applications on a single pane of glass and replacing dozens of individual interfaces. AccessIT manages the Minicom KVM over IP switches and Digi console servers. In addition it remotely controls the PDUs and the power to each of the servers. Each IT center is securely locked in an energy controlled room and includes a rack fully equipped with 12 application and storage servers, 1 8 port Minicom KVM over IP switch, 1 8 port Digi console server, a PDU and other network devices. Security concerns were put to rest by Minicom's AccessIT® being a secure web based portal (HTTPS and AES 256 bit) that consolidates all IP addresses and user credentials into one system. In addition the MSP reacts to problems and solves them according to the SLA, keeping his profits in place and the schools happy with up and running systems.



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Remote Access. Simply Managed™

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