

Case Study

Driving Business with AccessIT

DAIMLER

Highlights

- Daimler Trucks North America sought to improve the speed and security of control over its enterprise-scale data center.



- AccessIT™ software provides efficient single-console management and access to thousands of devices.
- AccessIT™ provides in-band and out-of-band control over Minicom and third-party equipment.



Daimler Trucks data center improves its response speed and increases security with Minicom's Remote Access Management solution

Companies

Daimler Trucks North America North America's leading manufacturer of commercial trucks, Daimler's brand lineup includes Freightliner, Western Star, Detroit Diesel, Thomas Built buses, and a range of specialized commercial and military vehicles.

DataSpan Data Storage Solutions (www.dataspan.com) is a National Partner and Reseller for Minicom.

Summary

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In its Portland Oregon corporate headquarters, Daimler Trucks North America operates an enterprise-scale data center that supports its North American operations. The data center's responsibilities are enormous and growing, explains Nathaniel Sukkau, the management team's Senior Infrastructure Analyst. "The data center stores all the front-end applications for our nationwide dealerships, plus internal applications for head office. Recently we began hosting iPad apps so our dealerships can use iPads to sell trucks."

To help them manage their data center's increasing size and complexity, Daimler chose Minicom's AccessIT® Remote Access Management solution. The AccessIT solution has improved their response time by minutes, cut labor costs, increased security, and enabled future expansion.

"Essentially AccessIT is a layer on top of our infrastructure that links everything together through a common interface. It replaces dozens of individual interfaces"

Challenge

Managing thousands of servers, dozens of KVM switches, multiple brands

Sukkau describes the problem that led Daimler to Minicom. "We have devices that provide console access to our equipment, but each is limited to a certain number of connections. One KVM switch for 128 servers, for example. When you get up to thousands of devices, you have dozens and dozens of these switches all over the place—and they don't necessarily talk to each other. When we have to access a specific cluster of equipment, we first have to identify what switch that it's hosted on."

DataSpan, a National Partner and Reseller for Minicom, recommended AccessIT software to provide a "single pane of glass view" that would provide access to every server and device in the entire data center, regardless of brand or operating system.



Equipment Minicom Products

- **AccessIT®**



Benefits

- Consolidates access to multiple brands and operating systems in one interface.
- Controls existing equipment—no hardware replacement was required
- Improves response time
- Saves labor
- Increases security
- Expansion-ready without vendor lock-in



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Solution

Minicom's AccessIT provides a secure, easy-to-use front-end portal into every aspect of Daimler's infrastructure. It streamlines access to remote access tools such as RDP and KVM, supports all major manufacturers of KVM switches, PDUs and console servers, and supports the industry's leading in-band and out-of-band remote access services, including RDP, VNC, VMWare, SSH, Telnet, HP iLO, KVM IP, including proprietary web-based or customized applications.

Says Sukkau, "Essentially AccessIT is a layer on top of our infrastructure that links everything together through a common interface. It replaces dozens of individual interfaces."

"As for security... In a corporate data center, security is always an issue. With 'one console to rule them all' we've obviously tightened up our security of access."

Benefits

- **AccessIT saves at least five minutes—per console access**

After four months, Sukkau asserts that AccessIT has delivered the promised security and efficiency improvements. "Each time anyone needs to access a device, AccessIT shaves five minutes or more off the time it used to take. In a large center like ours, where there is a constant need for console access, AccessIT saves an hour a day, maybe more." As for security, he says "In a corporate data center, security is always an issue. With 'one console to rule them all' we've obviously tightened up our security of access."

- **Device-agnostic one-screen control is "light years ahead"**

The AccessIT system is non-vendor-specific, and was installed and deployed without any removal or replacement of Daimler's existing servers, PDUs, KVM switches or console servers. Says Sukkau, "This product is great! We can tie into just about anything—our HP equipment, our equipment from Dell, Digi and Cisco. Cisco was a surprise to me, I didn't think it would work, but it did." Out-of-band access was essential to Daimler, because they require many brand-specific features. "Our HP products are specific to our x86 environment, our Digi devices are specific to our Solaris environment, and our Cisco switches are network associated. To be able to access the complete feature sets of all the equipment, from one console—it's light-years ahead of what we had before."

- **The next step: connecting local and remote data centers**

With the success of AccessIT, Daimler's Data Center Management Team is considering extending their access to the company's many remote data centers. "Since AccessIT isn't specific to the size of the installation or its physical location, we're going to integrate our remote locations which are spread across the country. Then I'll be able to sit at one console and be able to access all of my resources—locally and hundreds or thousands of miles away—from the same console, with the same keystrokes, because the infrastructure is consistent."

He summarizes, "The product is so good, and it can service so many different devices. The only reason you'd need more than one is for redundancy."

Remote Access. Simply Managed™

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