

# Case Study

## Distributed KVM Switching Helps Semiconductor Giant Reduce Downtime & Increase Productivity

### The Customer

The client is a global leader in the semiconductor industry.

### The Challenge

The client manufactures heavy machinery that inspects silicon chips for imperfections. The machines are sold around the world to semiconductor fabrication facilities. Several PCs are required to operate the system in a tightly confined space. A conventional KVM switch box to control the different PCs wastes too much space and creates a clutter of cables that make



maintenance a nightmare. The customer wanted a flexible system that was inconspicuous. Additionally, in this industry every minute of downtime equates to tens of thousands of dollars lost. These computers run mission-critical applications so it is essential to minimize downtime. This is much more challenging since the client's technical support department is located in the US, and their equipment is located around the

world. The client, therefore, wanted secure and remote BIOS level access to the computers from their tech support center in the US and with real-time, 24/7 management and control capability.

### The Minicom Solution

The client found Minicom via a web-search. The client was attracted to Minicom's reputation for OEM and tailor-made solutions that are designed to perfectly fit each client's technical and business requirements. After consulting with the client, Minicom prescribed its [Phantom system](#) with some OEM modifications for the client.

### The Benefits

The Phantom system's IP capability means the technicians can enjoy remote BIOS level access to the mission-critical computers from any location. The Phantom also provides multi-level user access which is imperative when trying to maintain the integrity of the system's security. Subsequently, any problems with the computers can be solved far quicker – resulting in significantly less downtime. In addition, the Phantom Specter and low density CAT5 cable take up minimal space which is a major plus for the client. In an industry where safety is a massive concern, Minicom provides a far safer work environment.

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### Quick Take

#### Challenge

- Acquire a secure remote BIOS level access to mission-critical computers
- Minimal cable clutter

#### Solution

- Minicom's [Phantom system](#)

#### Benefits

- Multi-level user remote BIOS level access
- Safer, more secure work environment
- Downtime significantly reduced
- Productivity increased



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