

Case Study

ECI – EDS introduces Minicom’s DX server management system resulting in a streamlined server room & improved server access

The Customer

ECI is a leading telecommunications equipment manufacturer. It provides advanced solutions to global service providers and carriers.

The Challenge

ECI-EDS runs hundreds of servers from a number of geographically diverse server rooms. With IT staff having to walk from building to building to reach the various racks, productivity was becoming a major problem. In addition, in order to access any of the servers, IT staff were manually pushing trolleys to connect to the required server. As the number of servers could only grow, there was an urgent need for a management system that would reduce the burden on the IT



staff, and create easier access.

The Minicom Solution

Minicom prescribed the use of its [DX system](#) in conjunction with the [Phantom system](#). The DX system provides non-blocking access enabling up to eight users to control any number of servers via a secure out-of-band connection over CAT5 cable. KVM access, serial control, power management and user administration all come under its control making it a extremely potent management solution. The Phantom system was installed in each rack resulting in drastic saving of U space. Two local user stations were connected, giving access to those working inside the server room. DX’s remote access capability also meant that users in other buildings could access and control the servers from a standard web-browser over a secure IP connection. The entire system was installed at night, ensuring minimal interruption to ECI’s business.

The Benefits

The ECI-EDS staff now has remote BIOS level access to their mission-critical computers from any location in the world. Additionally they have multi-level user access as well. The Phantom System and low density CAT5 cable take up minimal space which is a major plus for the client. Operating in a more streamlined work environment, productivity is up and any problems can be solved far quicker resulting in reduced downtime. ECI IT’s manager, Yaron Pinto loves the new set-up. *“There is no longer any need to run to the server room for every single problem. Thanks to the remote access and control we now have, our server room is no longer a burden to manage but organized and easy to use.”*

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Quick Take

Challenge

- Introduce server management
- Allow multi-level user access

Solution

- Minicom’s [DX system](#)
- Minicom’s [Phantom system](#)

Benefits

- Streamlined server room
- Increased productivity
- Remote access & control



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