

## Case Study

### Tift Regional Medical Center



#### Highlights:

- Tift Regional Medical Center sought state-of-the-art KVM switching and remote IT access for a purpose-built data center



- The Minicom solution cost 30% less, and provides ongoing savings in service fees, space, and power consumption
- AccessIT software provides user-friendly, efficient one-window management of computers, servers and environmental monitoring
- AccessIT provides in-band and out-of-band access and control

## Minicom Solution Cuts Costs and Streamlines Data Center Management

### Companies

**Tift Regional Medical Center** ([www.tiftregional.com](http://www.tiftregional.com)), of Tifton, Georgia, is a full service hospital campus serving twelve counties in South Central Georgia.

**Data Center Environments** ([www.dceusa.com](http://www.dceusa.com)) provides business process and technology consulting, including design and implementation services, to a broad range of business sectors.

### Summary

Tift Regional is in the final stages of a multi-year consolidation of two data centers into one. Their data centers, which were previously spread across the hospital's campuses, are now housed in a single, purpose-built facility located offsite. Seeking a solution for remote data center management, they chose a Minicom Remote Access Management (RAM) solution, which includes Minicom KVM IP switches and Minicom's AccessIT™ remote management software. This system provides remote access and control of servers and devices via in-band software (i.e. RDP, VNC) and out-of-band tools including KVM server access, console servers, PDUs and service processors (such as ILO, DRAC, and IPMI).

In addition to saving approximately 30% compared to competitive options, the Minicom solution improves operational efficiency and security. Minicom saves time and effort, making all servers accessible with a single click using any remote access tool. And its security features—critical to health services providers—restrict users to specific servers and devices, and protect logins and passwords in secure environment.

Says Wade Brewer, Tift Regional's Director of Technology-Infrastructure Services,

*“Our systems software staff are very pleased with Minicom and everything it can do—the system’s features, ease of use, the way everything is consolidated. The management tools are very user-friendly. I am impressed.”*

### Challenge

#### Provide cost efficient remote IT access to a large, consolidated data center

Tift Regional's expansion project is consolidating all the hospital's data in one central location with room for future expansion. “It makes a lot more sense to us to manage things centrally,” says Brewer. It also reflects an industry trend. “In health care, we're seeing larger and larger data centers, sometimes consolidated with multiple partners.” John Williams, Data Center Environments' principal, recommended Minicom to Tift Regional. He states, “Hospitals are migrating many of their services to outpatient-type services that are performed in doctors' offices that are outside the hospital itself—but the hospital is still responsible for the records and the associated data processing for those services. In addition, new systems are constantly appearing, and everything has to go online.”

**equipment**  
Minicom products

- AccessIT®
- Smart 232 IP
- Smartrack



**Benefits**

- Consolidates server & device monitoring in one interface
- Simplifies server management
- Increases IT staff efficiency
- Saves rack space
- Cuts energy use for power and cooling
- Expansion-ready without vendor lock-in



**Schedule a  
live demo >**

For a consolidated data center located off the hospital campus, Williams recommended Mincom's cost-effective remote management solution. He notes the importance of its ability to monitor any brand of servers and switches, and provide simple, efficient remote access management via a standard Web browser. "The IT staff may not always be located in the data center," he says. "They may be down the street or even across the country."

**Solution**

**Affordable, scalable, efficient remote in-band and out-of-band IT access**

Minicom's Remote Access Management solution and Minicom KVM switching, managed by AccessIT software. It provides Tift Regional's IT staff with complete in-band and out-of-band control of all their computing and networking equipment. Says Brewer, "The cabling structure is simple, and the software is very user-friendly. I like the platform's scalability. And the management tools—I was very impressed that it can tie in and monitor everything, from the rack level to what's happening with all the applications." The AccessIT software provides unified access and control for KVM, serial, and power. "It makes maintenance issues a whole lot easier. It's more manageable."

**Benefits**

**Price and efficiency reduce cost of operations**

Savings and efficiency were key factors in the selection, according to Brewer. They evaluated a number of competitive systems, and, "The pricing was right on our budget target—the competition was 30 percent higher, easily." Williams adds,

*"Minicom's pricing structure also reduces the ongoing cost of operations. With some vendors, the more servers you have, the higher your ongoing maintenance costs. With Minicom, no matter how many servers you add, your pricing doesn't change. And their three-year warranty far exceeds most of the other vendors."*

When it comes to the hidden, but real, costs of space, and energy for powering and cooling the racks of equipment, Brewer says, "Minicom is saving us significantly in space. The system is all bundled in one solution. We don't need as many modules as we would with other solutions. It requires a lot less space and consumes less power."

**Backed by a strong team from demo to installation**

Brewer appreciates the support Tift Regional has received from Minicom. "Right from the start, the company and the people showed us that we were important to them. They brought in a demonstration system and let us try it for as long as we needed. We were very satisfied, and we're not even using all of the system's capabilities." Before a decision was made, he checked with Tift Regional's systems analysts and system administrators. "They said 'We like it. We don't want anything else.'"

Since the first components were installed, he says, "The system has proven itself. The software has been so much easier and more robust. The IP KVM switches are reliable, and overall, it's been very effective in meeting our needs."

**Remote Access. Simply Managed™**

**International HQ**

Jerusalem, Israel

Tel: +972 2 535 9666

Fax: +972 2 535 9693

MINICOM@MINICOM.COM

**America**

New Jersey, USA

Tel: 888 486 2154

Fax: 908 486 7788

INFO.USA@MINICOM.COM

**Europe**

Tel: +972 2 535 9681

Fax: +972 2 535 9693

INFO.EUROPE@MINICOM.COM

**Asia Pacific**

Tel: +972 2 535 9618

Fax: +972 2 535 9693

INFO.AP@MINICOM.COM

[www.minicom.com](http://www.minicom.com)