



Case Study

Avocent helps Industrial Technology Research Institute Centralize Management of Multiple Data Centers

Corporate Overview

After more than thirty years of hard work, Industrial Technology Research Institute's (ITRI) tradition of excellence in industrial research is entering a new stage of technological innovation and radical change. In the past, ITRI has attentively pursued the global industrial technology current, learning and absorbing the worldwide standards. However, as consumer and business demands become more fluid and dynamic, ITRI aims to tackle the demands by spearheading original and innovative industrial research, transfer of technology, and product developments, thereby proliferating domestic and international industries. Therefore, ITRI has three core objectives: "Industrial Technology Research", "Method and Knowledge Transfer", and "Derived Value-Added Methods"

The Challenge

ITRI's IT personnel need to ensure 24/7 operation of the data centers to support various industrial research and development. The IT personnel pose three main requirements, efficiency, reliability and security for the management and access of a large number of servers and network devices. These servers and network devices are dispersed in four data centers, 2 are located in the headquarters of Hsinchu Zhong Xing area, the other two in Hsinchu City, Guang Fu area and Tainan. However, management staff is scarce, team members work in shifts, available around the clock. When the network experiences a problem and cannot be solved via telephone, the staff will have to travel from Hsinchu to the data center. This not only extends the time required to repair any network or server failure, but also reduces overall productivity. If the problem arises in the middle of the night or during a holiday, this further puts pressure on the IT staff. How to create a system that provides secure, centralized management for all IT devices in the data center is what ITRI currently faces as a challenge.

The Avocent Solution

Avocent offers a solution for the centralized management of IT infrastructure, allowing personnel the ability to central manage all servers, including various brands and rack-mounted, blade and virtual servers, network devices with serial port connections and power distribution units. Including BIOS settings of servers, remote start up and shut down, even remote installation of OS or software, as well as the remote configuration of network devices etc., everything to be completed on one single, web-based user interface. Staff is able to access all network devices through a centralized system with any standard web browser, increasing efficiency and also reducing time and resources required in traveling between data centres. What once required on-site staff operation now can be achieved on the desktop, reducing the operational cost and time. Apart from reducing operational costs,

the security and reliability of system management are equally important, DS View® 3 management software is based on industry recognized data transmission security standard, ensuring safe data transmission. DS View's centralized management platform is equipped with strict standards, authentication, authorization and accounting procedures.

ITRI is extremely satisfied with the use of DSView for data center management, and has decided to further deploy DSView 3 Power Manager. Through this power management platform, IT personnel is able to track, monitor and measure the power usage of IT equipment within the data center, instantly indicating power consumption information of any individual PDU, rack, row, data center or even the entire company, effectively managing power estimation and support the planning of energy saving, reducing cost successfully. Further, reduce downtime by allowing for setting alert thresholds for power consumption and temperature so that IT staff can proactively address issues.

"Our main requirements for IT Infrastructure management system are efficiency and security and DSView completely fulfills these two requirements. The finance sector has always had high expectations on a system's security and efficiency, solution-driven Avocent offers us the extra confidence in its wide application within the financial industry."

Dony Lin
Information Technology Service Center
Industrial Technology Research Institute

Applications

DSView® 3, DSView® 3 Power Manager, DSView 3 3rd party IPDU plug-in, DSR®, PM®10

Conclusion

Avocent's centralized management system is now fully in use, supporting ITRI in realizing a centralized management platform for its various data centers, vastly improving overall productivity and reduces operational costs while providing an efficient, reliable and secure management system.

About Avocent Corporation

Avocent delivers IT operations and infrastructure management solutions for enterprises worldwide, helping customers to reduce costs and simplify complex IT environments via integrated, centralized in-band and out-of-band hardware and software. Through LANDesk, Avocent also is a leading provider of systems, security, and process management solutions. Additional information is available at: www.avocent-asia.com