



## Case study

# Nottinghamshire Police Force Adopts KVM over IP Technology from Avocent

*"Our decision was driven by a need to reduce costs, increase the level of control and boost data security and staff productivity"*

*David James,  
Senior Technical Officer,  
Nottinghamshire Police Force*

Nottinghamshire Police Force has the responsibility of policing the entire county and works closely with local people to reduce crime and maintain law and order. As a result of an ongoing modernisation initiative, information technology is increasingly being used to support front line policing and improve operational effectiveness.

Nottinghamshire Police Force are committed to working with communities and partners to make Nottinghamshire safer. Reducing crime and anti-social behaviour as well as the fear associated with these issues are top priorities within the force.

### **Expanding Infrastructure**

A move away from paper-based working combined with a drive towards intelligence led policing means that IT is now central to Nottinghamshire Police Force's activities. Modern policing is largely dependent on technical resources: Data such as criminal and fingerprint records are now electronically stored and it is vital that officers are able to access this information quickly and at all times. The force's IT team has a major role to play in ensuring uptime is maximised and the security of data is never compromised.

The vast and ever increasing amount of data now being stored by Nottinghamshire Police had led in recent years to a rapid expansion in the force's IT infrastructure. The computer room had become overcrowded and space was at a premium. Analogue KVM technology had been installed in 2002 in an effort to reduce the number of monitors and keyboards required. However, a number of consoles were still needed and expensive new switches had to be purchased every time significant numbers of servers were added. As the infrastructure grew the solution was proving increasingly costly.

"The switching system we had in place could be expanded, but not without incurring significant costs," explained David James, the force's senior technical officer. "As we had identified that the expansion of the network would be ongoing, we needed to ensure that the system would be both scalable and provide the team with greater flexibility and control."

The IT team manages networks across multiple sites and administrators regularly had to drive to branches in Carlton and Mansfield. The trips ate into the team's time and impacted productivity. Furthermore the need to be physically present in order to solve server problems resulted in extended downtime as administrators had to travel across the county to reach problem sites.

## The Solution

An alternative to the traditional analogue solution in the form of Avocent digital KVM technology was explored. The Avocent DSR® 2010 KVM over IP switching system was the only product that met all of the forces requirements for centralised server management, reduced costs and improved security.

The technology allows the team to remotely manage all of its 120 servers from just one workstation. The removal of redundant consoles, facilitated rack mounting and meant that twice as many servers could be stored in the server room. Moreover, the solution is completely scalable and costly new switches are no longer needed as the infrastructure expands.

“The system was very simple to implement. We rolled it out in just one week and the benefits were immediately apparent.” said James. “For example, administrators can now solve problems from their own desktop rather than having to continually visit the computer room. As a result, they are saving time and there has been a significant improvement in productivity.”

The move to KVM over IP technology and centralised server management has also greatly enhanced physical security as direct access to servers is no longer necessary and the computer rooms have become virtual 'lights out' areas. The confidential nature of the data being stored on the force's system makes this even more important.

Nottinghamshire Police initially implemented the digital system at its headquarters and Mansfield sites only. However the success of these installations led to deployment of the technology at its Carlton branch, too.

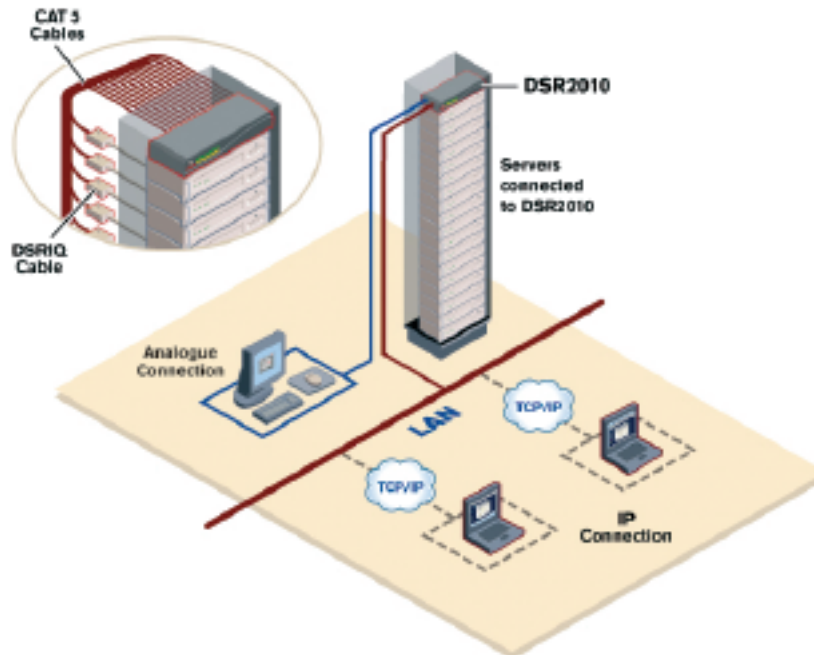
The ability to remotely troubleshoot and reboot servers has virtually eliminated the need for time-consuming site visits, allowing team skills and time to be better utilised. In addition, the delay between the emergence and resolution of problems at different sites has been significantly reduced.

“The decision to upgrade our analogue switching technology was driven by a need to reduce costs, increase the level of control that we held over the network and boost data security, but we also realised that it would impact on the productivity of our IT staff,” James concludes. “The centralised server management capabilities that we now benefit from help us maximise our current resources and will play a key role in supporting the force's already expanding infrastructure.”

## About Avocent

Avocent is the leading worldwide supplier of KVM switching and connectivity solutions that provide IT managers with access and control of multiple servers and network data centre devices. Branded products include switching, extension, intelligent platform management interface (IPMI), remote access and video display solutions. DSView® 3 management software provides fully redundant failover authentication. Avocent KVM solutions are distributed by the world's largest server manufacturers and installed in Fortune 100 companies around the world.

Headquartered in Huntsville, Alabama, Avocent has locations in Redmond, Washington; Sunrise, Florida; Chelmsford, Massachusetts; Austin, Texas; Shannon, Ireland; London; Steinhagen, Germany; Tokyo, China; and Singapore. For more information about Avocent products, visit [www.avocent.co.uk](http://www.avocent.co.uk).



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