



The Power of Being There™

Case Study

Avocent facilitates remote server management for Reuters France

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Laurent Bonneval,
IT Engineer

Background

Reuters, the global information and news group, supplies content and technological solutions to financial markets, such as enterprise-wide information solutions including market news and data, transaction management for stock and exchange markets, as well as order and risk management solutions.

Recently, the Reuters IT department in France was confronted with a particular problem. The agency will be moving very shortly to a new location in Paris, and their servers will be located some 500 metres from the new site. “In order to control these servers, (25 Sun servers and 20 PC servers), we needed direct hands-on access through a system that allowed remote management of the servers”, said Laurent Bonneval. He immediately ruled out software systems which, he felt, do not offer the necessary control guarantees in the event of failure.

Avocent DS1800: The Obvious Solution

As DS1800 KVM technology provides direct keyboard, mouse and video access over IP, the switch provides a direct connection to servers, independently of any software or hardware system. And this is exactly what the IT staff of Reuters France were looking for. “I chose Avocent because their solution met our needs for remote server management. This allows us to just switch them on and return to the office to work. With the DS1800, we have direct hands-on control over the servers. It currently allows us to resolve 80% of the problems that can occur on a server”, Bonneval was happy to report.

Access down to Bios level

Bonneval pointed out another advantage of the DS1800: remote Bios level access for server configuration with a view to carrying out remote maintenance and repair operations on Sun and PC servers. Installations can thus be completed with a minimum of on-site configuration. “It means we can handle the operation from the office with minimal time spent in the computer room. Once we have launched three or four commands, we can work on something else. We have viewing capabilities to monitor tasks. Once a task is finished, we can go on to the next one. In the long run, we save a significant amount of time” emphasised Bonneval.



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• Customer relationship advantages

The DS1800 switch demonstrates its full capacity during sales presentations. Before an information and transaction system is installed for one of Reuters' customers, the group's sales managers first produce field demonstrations of their solutions. "Thanks to the DS1800, when a problem comes up, for example on a trading floor, they connect via their laptop to Reuters servers in central Paris. The added value of the DS1800 switch lies in the ability to resolve a problem very quickly from a remote customer site", Bonneval explained.

As a result, Reuters France is totally satisfied with the features offered by the Avocent switch. Bonneval's only remaining task is to train the fifteen members of his team in the use of the technology so that each one is able to remotely manage the group's servers. That shouldn't be a problem since, in Bonneval's view, coming to grasp with DS technology is a relatively easy task.

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