

Data Center Management



Making the Most of Your IT Investment Dollar



www.digi.com

Managing Your Digital Business

How Digi helps companies better leverage their IT expenditure

A corporation's IT investment can typically be segregated into three categories – Personnel, Infrastructure and Digital Business. Digital Business is comprised of the databases, applications, servers and data storage systems that contain the information necessary to run the business enterprise and that directly contribute to ROI. Personnel and Infrastructure represent the costs associated with managing and maintaining the Digital Business. It is within Digital Business that a company's most valuable IT assets reside. It is where company databases and customized business management applications are found. It is home to the servers and data storage hardware that provide raw computing power and information redundancy to the enterprise.

Digi's Value to the Enterprise

Digi's data center management solutions give corporations the ability to devote more of their IT budget to their Digital Business where those funds can be leveraged for greater gain. Our products allow companies to securely manage both Digital Business and Infrastructure hardware assets by automating critical oversight tasks and sending detailed alarm information when systems require attention, allowing the people managing that equipment to do so remotely and before problems escalate. This minimizes downtime, increases productivity and reduces the need for on-site staff to monitor and repair equipment. Plus, the travel costs often associated with local administration are significantly curtailed.

Our console management products provide connections to a variety of servers and network equipment through one central interface. The integrated functionality of our solutions means that system administrators can have a single, easy-to-use appliance instead of having to rely on multiple devices to accomplish the same thing. Many equipment management tasks can be automated using our devices so that IT personnel can be freed for other tasks, and alerted when human intervention is required.

Easy Deployment

Digi's console management products are non-disruptive, easy to use and can be installed without the complexity associated with alternative centralized remote management solutions. We deliver a hardware-based, comprehensive management platform that can be deployed without altering your current network architecture, and that will both complement and enhance established network management processes that have proven value and organizational acceptance. Users will discover an intuitive interface with familiar navigation and configuration options rather than a steep and intimidating learning curve.

"...the Digi CM 16 shone as an easy-to-use system that leans on its Web-based GUI for virtually all configuration and management functions."

Network Computing, October 2004

Scalability

Digi's console management solutions provide cost-effective scalability. Equipment is deployed as needed at each location, without per seat license fees or incremental costs for additional centralized management infrastructure. With Digi you can choose a measured deployment strategy that allows you to validate the benefits of our products within your environment, then expand the deployment as your needs grow. By comparison, the same approach with many competing remote management solutions requires a large upfront investment in centralized hardware and/or software in order to capture the complete value offered by those solutions. Plus, Digi's console management products provide a level of versatility and a price/performance ratio that is unmatched in the category.

Regulatory Compliance

Global compliance requirements have wide-reaching implications on corporate IT management and the solutions and processes selected to address these requirements. Sarbanes-Oxley (SOX), the Health Insurance Portability and Accountability Act (HIPAA), the Gramm-Leach-Bliley Act (GLBA) and EU regulations such as 2002/58/EC and 95/46/EC all mandate information security practices that require demonstrable privilege separation with regard to information and equipment access as well as auditable trails of network events, equipment disruptions and the identity of those individuals accessing servers and network devices. Furthermore, compliance dictates that these things happen in a repetitive and consistent manner. With centrally controlled access rights assignment, event logging, customizable analytics and automated event alerts, Digi's console management solutions provide tools to help corporations meet these compliance obligations.

What is Console Management?

Console management is an approach to centralized access and management of servers and IT equipment in a data center or distributed across an enterprise. The console is the access point on a server or other piece of equipment where it can be configured for use or restored to normal operation.

What can Digi's Console Management solutions do for you?

- Provide access to multiple devices and multiple platforms from one interface
- Reduce downtime by providing access to and control of any connected server or IT device quickly and reliably
- Offer complete, at-the-rack access to the network from anywhere in the world
- Reduce workload and equipment management costs

Corporate IT Budget

Using KVM over IP for Remote Management

Personnel	Digital Business	Infrastructure
Plan	Databases	Facilities, Power & Cooling
Implement	Business Management Software	Network Equipment
Monitor	Servers	Racks & Cabling
Repair	Storage	KVM over IP

Corporate IT Budget

Using Digi Passport for Remote Management

Personnel	Digital Business	Infrastructure
Available for Increased Staff Productivity	Databases	Available for Digital Business Hardware
Plan	Business Management Software	Facilities, Power & Cooling
Implement	Servers	Network Equipment
Monitor		Racks & Cabling
Repair	Storage	Digi Passport

Benefits of remote management using Digi solutions:

- Increases uptime through continuous monitoring and rapid, accurate event response; keeps Digital Business assets working
- Improves Personnel utilization and productivity
- Minimizes travel cost and maintenance time by enabling remote access and management

Real-World Applications

Local Management

A large statistical agency of the U.S. Federal Government operates a data center that manages hundreds of servers, routers, switches and other storage devices. It wanted an aggregated management solution that would maximize equipment uptime and easily integrate with existing management software. After trialing Digi console servers, the agency's IT staff was sold. They were up and running in one day and questioned why Digi included a hardcopy manual because configuration was so easy via the web!

Not only did Digi's product prove to be reliable and easy to install, but Digi also provided a strong five-year warranty on all hardware and expert technical support at no additional cost. After the initial unit was tested, several more were added to the data center and now the agency has standardized on Digi console management hardware.

Remote Management

Microsoft® selected Digi console servers to provide remote out-of-band management for the server farm that runs MSN Search. Microsoft uses Digi console boxes to automate the process for remote centralized access, minimizing the cost of on-site technical support. Using Digi console servers, MSN administrators can troubleshoot and restore servers in real-time, without coaching remote personnel through the process via telephone or absorbing the travel cost and time penalty to make an on-site service call.

Secure Scalability

Data centers are the nuclei of major businesses around the world. As the number of servers increases to meet data processing demands, so does the number of racks, cables and other equipment. Without proper data center management, this hub of activity can become a cluttered, inefficient mess.

A fact-finding agency of the U.S. Federal Government needed a solution for over-crowding in its data centers. Its end goal was to simplify cabling and gain better control and monitoring of devices from remote, sometimes non-secure locations. Digi's console management solutions fit the bill exactly, allowing the agency to reduce rack size requirements and cable clutter, while satisfying the agency's secure remote monitoring requirements.

Remote Desktop Access

A large data center was interested in allowing easy remote access to the applications running on connected servers while avoiding the high cost of KVM over IP solutions to provide it. Like many large data centers, the customer was running an assortment of operating systems including Linux®, Solaris™ and Windows Server™ 2003 as well as non-server hardware. Digi offered a console management solution that allows the customer to manage this diverse equipment from one single device. Our appliance enables remote management through the serial console port on their network equipment as well as remote access to the applications running on their servers via Digi's *freeKVM*™ technology.

Digi International Inc.
Worldwide Headquarters

11001 Bren Road East
Minnetonka, MN 55343
Tel. 1-877-912-3444
Tel. 1-952-912-3444
Email: info@digicom.com

Digi International
Regional Office

115 Wild Basin Road South
Suite 210
Austin, TX 78746
Tel. 1-512-306-0600

Digi International
Regional Office

411 Waverley Oaks Road
Suite 321
Waltham, MA 02452
Tel. 1-800-243-2333
Tel. 1-781-647-1234

Digi International
Regional Office – Rabbit Brand

2900 Spafford Street
Davis, CA 95618
Tel. 1-530-757-8400

Digi International
Regional Office

355 South 520 West
Suite 180
Lindon, UT 84042
Tel. 1-801-765-9885

Digi International Sarl

31 rue des Poissonniers
92200 Neuilly sur Seine
France
Tel. +33-1-55-61-98-98

Digi International GmbH

Joseph-von-Fraunhofer Str. 23
D-44227 Dortmund
Germany
Tel. +49-231-9747-0

Digi International (UK) Ltd

Devonshire House
66 Church Street
Leatherhead, Surrey
KT22 8DP
Tel. +44 (0) 1372 224760

Digi International Denmark

Naverland 2
2600 Glostrup
Denmark
Tel. +45-491-770-90

Digi International N.V.

Keizersgracht 62-64
1015 CS Amsterdam
Netherlands
Tel. +31-20-5207-566

Digi International S.A.

Milicias 13 - Bajo
Logroño, La Rioja
E-26003 Spain
Tel. +34-941-27-00-60

Digi International (HK) Limited

Unit 3206 – 08A, 32/F,
AIA Tower
183 Electric Road,
North Point
Hong Kong
Tel. +852-2833-1008

**Digi International (HK) Limited -
Beijing Representative Office**

Rm 7A7, 7F, Han Wei Plaza
No. 7 Guang Hua Road, Chao Yang District
Beijing 100004, China
Tel. +86-10-6561-8310

**Digi International (HK) Limited
Shanghai Representative Office**

Rm L, 26/F Cross Region Plaza
No.899 Lingling Road
Shanghai 200030, China
Tel. +86-21-5150-6898

Digi International KK

22-14 NES Building South 8F.
Sakuragaoka-cho, Shibuya-ku
Tokyo 150-0031, Japan
Tel. +81-3-5428-0261



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