



Customer Snapshot: The University of Memphis

Raritan Makes Dean's List at One of the Largest Universities in the Southeast

The Challenge

Founded in 1912 as a teacher training college, The University of Memphis has become one of the largest universities in the southeast United States. The University offers bachelor's degrees in more than 50 majors and 70 concentrations, master's degrees in 47 subjects and doctoral degrees in 23 disciplines, including information technology, international studies, performing arts, public health and undergraduate education. Located in a residential section of Memphis, the University of Memphis campus is situated on 1,160 acres with nearly 200 buildings.

According to Robert Jackson, Systems Administrator, University of Memphis, the IT department was faced with the challenge of managing the 41 servers that support production and development-level applications used by various administrative units spread across a sprawling campus environment. One particularly daunting task was managing different levels of access to servers and network devices for the different user groups.

"As the University has expanded, so have our IT needs in accessing and controlling the growing number of servers on the Wintel platform," Jackson said. "The old model of having bulky cables for these systems became unmanageable over a period of time. We needed a scalable KVM solution that could grow with us."



Customer:

The University of Memphis

Challenge:

One of the largest universities in the Southeast needed a scalable KVM solution offering multi-user access and remote access capability.

Solution:

Raritan's Paragon KVM switch plus remote access via TeleReach.

Benefits:

The University of Memphis cut costs and improved the effectiveness of IT operations, with remote access to KVM switches, multiple systems administrators accessing KVM switches simultaneously, and reduction of time spent in the server room.

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The Solution

Jackson did his homework on KVM vendors and chose Raritan. After seeing a trade ad, he researched and found that Raritan had won several awards for its KVM products. For further confirmation of his decision, Jackson went online to public forums to chat with other universities about their KVM solutions. His research in these forums identified Raritan as the ideal solution.

Jackson selected Raritan's award winning Paragon® with Cat5 Simplicity™, adding the TeleReach® remote access option. Jackson's configuration consists of one Paragon, one TeleReach, and two user stations. Jackson has one user station for local console access in the server room and the other one works with the TeleReach unit for remote access. "The Raritan solution enables us to manage our network devices without having to physically travel to the server room. TeleReach also gives us the ability to see the boot-up sequence from our desks, rather than having to be at the local console," he said.

Jackson also uses TeleReach to build and rebuild his servers. "We were looking for a solution that enables multiple systems administrators to access the KVM switches simultaneously," said Jackson. "TeleReach enables us to easily maintain and build our servers, since more than one system administrator has access to them at the same time." Jackson also addressed his user access issues using Paragon's built-in user authorization schemes. With this tool, Jackson can set the levels and types of access for each user or group of users, regardless of where they are on campus. For added security, Jackson has chosen to give only select users authorization to access the servers remotely via TeleReach.

Raritan Computer, Inc., founded in 1985, is the leading provider of KVM (keyboard/video/mouse) and remote management solutions for access and control of servers and other network devices. With 18 consecutive years of profitable growth and technical innovation, Raritan makes products that are used to control millions of servers at more than 35,000 network data centers, computer test labs, and multi-workstation environments around the world. From the small business to the enterprise, Raritan's complete line of compatible and scalable KVM and remote connectivity products offers IT professionals the most reliable, flexible, and secure out of band solutions to manage data center equipment, while improving operational productivity.

The Results

The University of Memphis has been live and trouble-free with the Paragon solution since March. When one minor set up issue did arise, Jackson was impressed with the level of technical support provided by Raritan. "We were impressed with how the Raritan tech support rep walked us through the steps to resolve the situation by changing the configuration settings. These changes resulted in an excellent, out-of-the-box experience," he said.

In addition to decreasing the cables in their racks, Jackson has seen significant improvements in the efficiency and effectiveness of his IT operations since installing the Paragon solution. In particular, by allowing remote access to his KVM switch, multiple systems administrators can access the KVM switch simultaneously. This reduces the amount of time they spend in the server room.

The Future

As its operations continue to grow in size and complexity, the University of Memphis expects to expand its current KVM configuration. In fact, Jackson is already outgrowing his first Paragon and just purchased another one to link the products together. He also plans on using the Paragon Computer Interface Modules (CIMs) that provide seamless access to any server, independent of the platform or connection. "The unique design of the CIMs provides us with the flexibility to disconnect the server from the KVM switch without rebooting the NT4/W2K environment to detect the keyboard/mouse," said Jackson.

When you're ready to take control, do it with Raritan.

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visit www.raritan.com,
or contact a Raritan reseller.