

## Vertical Application Note – Professional Services

### —Overview

**Professional Services organizations are known by a variety of names – Managed Service Providers, Technical Services – but the fundamental purpose is the same: provide prompt 24/7 support and management of all network and IT infrastructure assets for internal and external customers at the lowest overall expense of time and resources.**

### The Challenge:

Customers' IT equipment is locally and globally dispersed with servers, switches, routers, telecomm equipment, and countless other devices scattered in multiple locations. Professional Service organizations are tasked with providing rapid response to meet Service Level Agreements (SLAs), at the lowest cost, and with the minimal impact. These groups are concerned with reducing the number of service truck rolls, on-site visits, and hardware replacements in the field. Their customers are concerned with short response times, avoiding intrusive service calls during business hours, and securing any access to their critical networks.

Unfortunately, when an onsite problem occurs, a visit is scheduled and a replacement unit is allocated.

Travel costs are incurred, business is interrupted, and time is spent to determine – more often than not – that no fault is found, and the system in question requires only minor management intervention.

### The Solution:

Lantronix Secure Console Servers and Remote KVM products provide a comprehensive solution that allows Professional Service organizations to securely and remotely access and troubleshoot equipment 24/7, without ever having to locally connect to the corporate network!

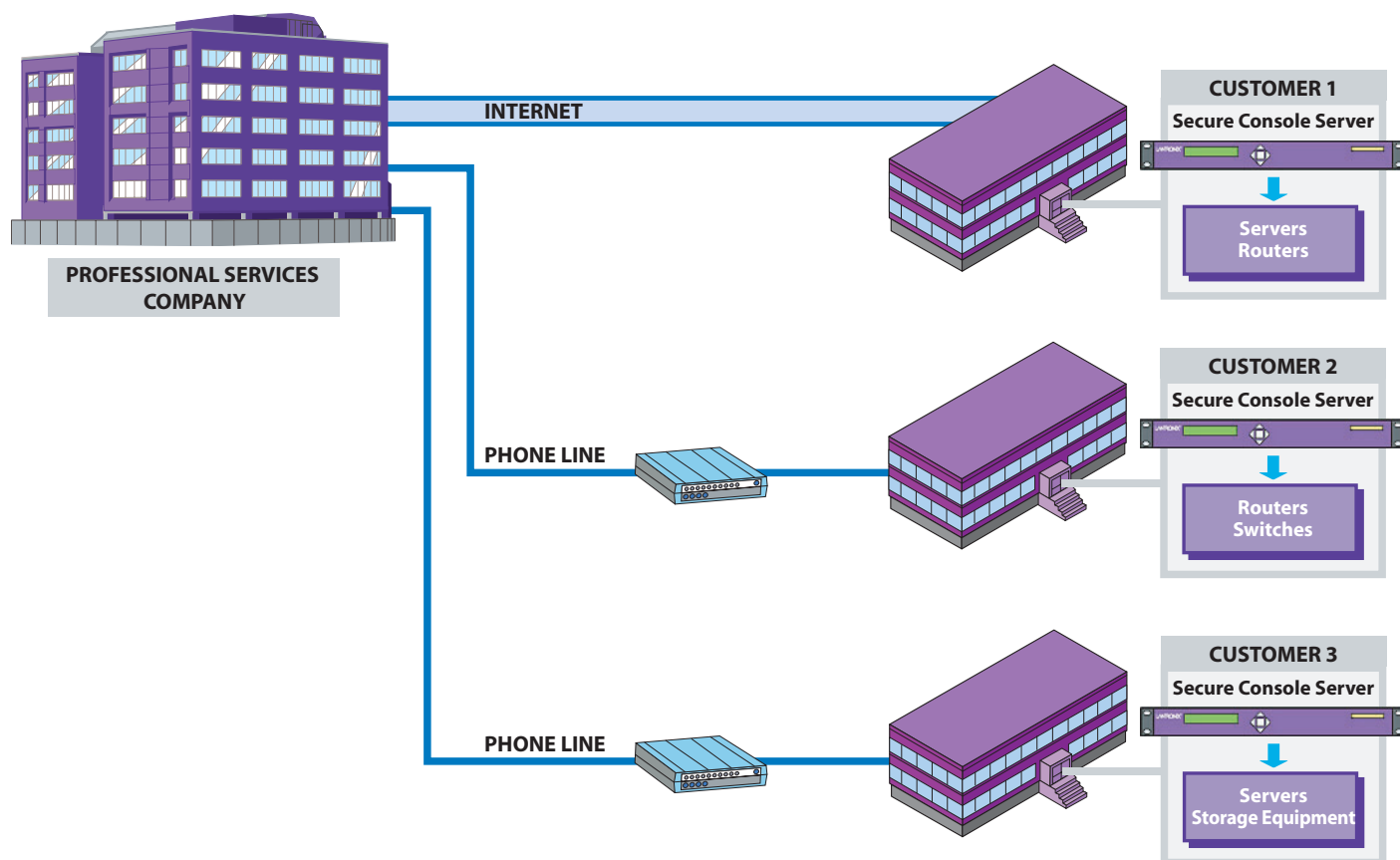
### Key Features for Professional Services:

- Secure, remote 24/7 management access to a wide variety of equipment including servers, hubs, switches, routers, PBXs, etc.
- "Out-of-band" access to all devices means never having to access the corporate LAN.
- Security – Authentication and encryption protect the customer's resources.
- Listen Mode – Allows multiple administrators or technicians to collaborate when troubleshooting difficult problems.

## The Benefits:

### Saves money, time and added convenience

- Saves money: Enables remote management and troubleshooting without sending a technician on-site.
- Saves time: Reduces instant access response time, improving efficiency and customer satisfaction.
- Intelligent response: When a technician must be dispatched, he or she can be deployed with the correct replacement parts, simplifying the on-site troubleshooting process.
- Added convenience: Equipment can be accessed securely and remotely after hours, on weekends, or holidays— without having to schedule on-site visits or arranging for access.



# LANTRONIX®

15353 Barranca Parkway | Irvine | CA 92618 | USA | Tel: 949.453.3990 | Fax: 949.453.3995 | [www.lantronix.com](http://www.lantronix.com)

© 2004 Lantronix is a registered trademark of Lantronix, Inc. ActiveLink is a trademark of Lantronix, Inc. All other trademarks are the property of their respective owners. Specifications subject to change without notice. All rights reserved.

910-433 1/04 PDF