

Solutions Spotlight

The Challenge: Field Technician Overload

In today's enterprise, few people work as long in conditions as challenging as IT field technicians. And it's a given that, as networks continue to grow, the demands on field technicians will, too. For example:

- Whether members of the corporate team or an outside professional services firm, field technicians can face environments ranging from crowded server closets to sprawling military base data centers and more.
- When a tech needs to troubleshoot a server onsite, there may or may not be a "crash cart" available.
- There are times where a problem exists at the application level and might require the guidance of a subject-matter expert. This can add to the time to repair.



The Solution: Portable KVM control from Raritan

Small enough to fit in a technician's bag, the **Dominion® KX II-101** is a single-port KVM-over-IP device that connects to a server (USB or PS/2), where it captures, digitizes and compresses the video signal before transmitting to a remote client PC or laptop using Raritan's award-winning KVM technology.

This becomes an ideal tool for field technicians:

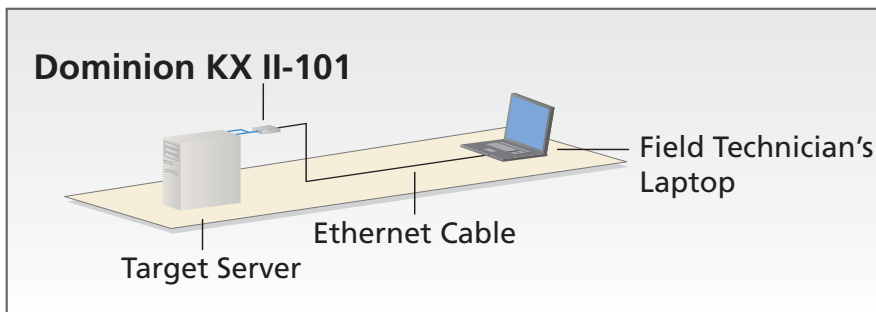
- The tech can connect a laptop to a server whenever needed, reducing the need to scramble for a keyboard/video/mouse crash cart.
- In the event the tech needs assistance from an expert in a different location, the KX II-101 can be connected to the network so the problem can be solved via KVM over IP.



- The KX II-101 provides BIOS-level access, enabling troubleshooting even if the OS is unavailable.
- If remote access is required:
 - The KX II-101 provides secure AES-encrypted connectivity and strong password options.
 - The KX II-101 supports Virtual Media, so patches, upgrades and file transfers can be done from anywhere.

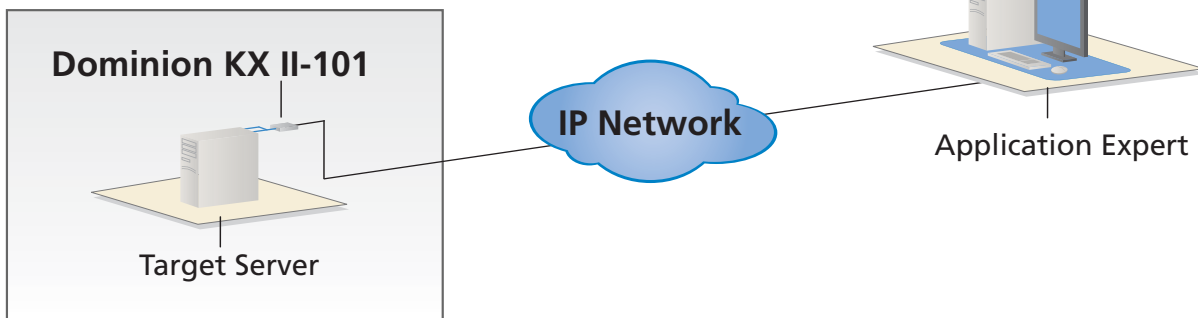
To find out more or request a demonstration, call Raritan toll-free at 800-724-8090.
Or visit <http://www.raritan.com/branch-office-management/ip-kvm/>

Data Center



As a “mobile crash cart”, the KX II-101 can be plugged into the target server and the technician's laptop for easy access.

Data Center



If an outside expert is needed to solve a problem, the technician can connect the KX II-101 to the network for secure KVM-over-IP access.

Call 1.800.724.8090 or visit Raritan.com

Raritan is a leading provider of secure IT infrastructure management solutions that provide IT directors, managers and administrators the control they need to optimize data center productivity, enhance branch office operations and increase overall power management efficiency. In over 50,000 locations around the world, our integrated secure in-band and out-of-band server access, control and power management products help companies better monitor and manage server access, utilization and energy consumption. Raritan's OEM division provides advanced embedded hardware and firmware for server and client management, including KVM over IP, IPMI, intelligent power management and other industry standards-based management applications.

Based in Somerset, N.J., Raritan has 38 offices worldwide, serving 76 countries. For more information, please visit Raritan.com

© 2008 Raritan, Inc. All rights reserved. Raritan® and Dominion® are registered trademarks of Raritan, Inc. or its wholly-owned subsidiaries. All other marks are registered trademarks or trademarks of their respective owners.

Raritan / 400 Cottontail Lane / Somerset, NJ 08873 / USA / Raritan.com