



*Telefonica*

**Company**

Telefonica Deutschland GmbH

**Industry**

Telecommunications

**Location**

Verl, Germany

**Web site**

[www.telefonica.de](http://www.telefonica.de)

**Applications**

Remote access and management of servers to guarantee network uptime and control costs

**Results**

- Faster problem identification and resolution
- Reduced costs by cutting remote site visits by 50%

**Overview**

Telefonica Deutschland GmbH is the largest alternative carrier in Germany, as measured in online minute volume. Servicing more than 30 national carriers, 160 Internet Service Providers and 30 of the biggest German online services, Telefonica Deutschland delivers the global reach, connectivity, guaranteed Service Level Agreements, scalability and flexibility that businesses demand of an Internet Access Provider.

That's why when the inevitable IT infrastructure problems occur, Telefonica relies on Avocent Out-of-Band Infrastructure\* (OOBI) for the ability to remotely identify and address the trouble-causing incident at its Point of Presence (POP) locations, the main access points to the Internet. The result: reduced repair time and technical support costs and enhanced network availability. other functional-specific systems.

\*Out-of-Band Infrastructure (OOBI) provides secure alternate paths into the production infrastructure so that disconnected assets can be reconnected and subsequently returned to normal operation.

**“Since using Avocent console servers, we have had no major IT equipment failures at our backbone POPs.”**

– Michael Borgelt, Network Designer, IP Networks

**Challenge**

Telefonica needed a way to better access and manage IT equipment – including servers, routers, switches – at 280 POP locations throughout Germany. Because Telefonica guarantees its Internet access service and performance as being reliable, the company counts on its equipment to continuously get the job done with little or no downtime.

Network managers wanted a console server with an integrated ISDN card that would allow them high-speed access to the 20 key POP connections that handle a majority of the company's traffic, should the primary LAN connection fail.

Before installing Avocent technology, technicians were dispatched to a specific location to fix non-responsive equipment – a time-consuming and cost-incurring procedure.



## Solution

Telefonica considered several vendors but chose Avocent because of the company's flexibility in customizing its AlterPath™ Advanced Console Server (ACS) to incorporate an ISDN card. It is one of the few console servers with a PCMCIA slot, which allows for enhanced functionality with support for many interface cards and product features, including offline data buffering and scripting.

Most important, the AlterPath™ACS offers Telefonica network managers a secure, reliable and cost-effective solution to remotely maintain and monitor up to 16 routers, servers and other network devices per POP over a LAN/WAN network. The console ports can be accessed via the corporate LAN/WAN (or in the event of LAN failure via ISDN), allowing for permanent LAN access to router/server console ports, as well as simultaneous access to multiple systems at the company data center in Guetersloh.

According to Telefonica's Borgelt, the AlterPath™ACS saves the company time and money. Installation of the new equipment was as easy as plugging in a new server. There are less after-hours trips to remote locations to reboot equipment, and there is less downtime. Borgelt says work gets done faster from a console server. "Avocent technology saves the time walking around a building or going from one site to another. Work can be done remotely where it could not be done that way before. Consequently, we've cut the number of site visits in half."

**"Avocent clearly demonstrated a willingness to listen and to implement solutions that make sense for our Out-of-Band Infrastructure needs. Avocent responded quickly and carefully – and that's good business."**

– Michael Borgelt, Network Designer, IP Networks



Avocent ACS 6048

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