



The Power of Being There®



## Case Study

# Alberta Newsprint turns centralized server management into a success story

*“Thanks to Avocent, we can now remotely access our system from anywhere, anytime, regardless of whether our system is failing at the moment. That’s a huge benefit!”*

**Stephen Tapp**

*Systems Engineer*

Alberta Newsprint Company

Alberta Newsprint Company is one of North America’s leading manufacturers of premium quality newsprint. With over 200 employees located in offices ranging from the main office in Whitecourt, Alberta, to a satellite office in Vancouver, B.C. and three additional offices in the U.S., Alberta Newsprint serves a broad range of customers in Canada and the U.S.

### **Old technology is bad news**

When you are responsible for ensuring there is a steady supply of newsprint for North America’s news hungry consumers, it requires you to produce 24 hours a day, 7 days a week. That is why Alberta Newsprint maintains an around the clock production environment, and why it is important to ensure that IT support is readily available. Because, if an IT problem arises or a critical server goes down, the result could mean a serious interruption to product supply – and a lot of unhappy customers.

Alberta Newsprint’s IT department consisted of three staff and 50 servers utilizing older technology, which essentially created a number of redundant stations, multiple computers and a cabling mess that would rival some of the densest jungles in South America. And since some of the servers were maintained in remote locations, if there was a problem, there was no fast, convenient solution. And production downtime would result.

According to Stephen Tapp, Systems Engineer, Alberta Newsprint Company, “We were using older remote control software that relied on the system being up and running. So, if our system had problems, we couldn’t utilize our remote control solution. And the longer the system was down, the more problems we would have in recovery in terms of data loss and other systems impacted. We needed a new digital solution. One that would not only provide reliable remote access and the ability to share and collaborate on KVM sessions, but also please the financial guardians in our accounting department.”

### **Avocent solution is good news.**

Since Tapp had enjoyed previous success with older Avocent solutions, he was confident that Avocent would have the digital solution they needed. “When we began looking at the market, Avocent was the only KVM solution provider offering digital technology,” states Tapp.

Ultimately, Alberta Newsprint selected an Avocent DSR® KVM over IP switching system. Complete with click and connect DSView® management software, the DSR Series is considered the premier KVM over IP solution for enterprise installations. It provides powerful server and serial device management from anywhere, CAT 5 cable management, centralized authentication and administration, and unlimited user and server scalability.

With DSView software, users have easy click and connect access and control of all their servers; anytime, anywhere. Alberta Newsprint IT personnel have the power to view and manage all connected data centre devices on one screen – regardless of whether the devices are a mix of multi-platform servers, routers and power devices – or located in offices around the world.

#### **Implementation leads to immediate benefits**

Implementation of the new Avocent solution went very well and realization of the benefits of the new system was immediate and most welcomed. The new Avocent solution enabled the Alberta Newsprint IT department to increase the quickness of response time, decrease travel and production downtime and provide better overall support for their critical production operations.

“Our new Avocent solution completely addresses our centralized management

consolidation issue,” says Tapp. “The system is totally configurable, so it meets our security requirements and we now have “anywhere, anytime” remote access with a sufficient level of bandwidth that is not dependent on the system being up and running.”

“Our response time is much quicker so problems are a lot less likely to get out of control. The new CAT 5 cabling has literally cleaned up our cable jungle, and most importantly, two people can now remotely collaborate on the same problem at the same time and it doesn’t affect the server performance at all. Those are fantastic benefits,” adds Tapp.

But the biggest benefit by far, has to be what Tapp calls a ‘thing of the past’. That’s because, previously when there were system problems, Tapp would receive calls from upper management and other departments saying that they were unable to respond fast enough. Thankfully, says Tapp, “Those calls are now a thing of the past.”

#### **The story continues**

IT and management staff at Alberta Newsprint are extremely pleased with the Avocent solution. It has enabled Alberta Newsprint to help achieve their business goals by providing a very efficient method to access servers – locally and remotely – and take total control of their systems.

That is why Alberta Newsprint plans to stay with Avocent solutions in the future.

“As technology evolves, I believe Avocent will be able to continue to not only meet our needs, but surpass our expectations as well,” concludes Tapp.

#### **About Avocent**

Avocent is the leading worldwide supplier of KVM switching, remote access and serial connectivity solutions that provide IT managers with access and control of multiple servers and network data centre devices. Branded products include switching, extension, intelligent platform management interface (IPMI), wireless, mobile and video display solutions. Avocent KVM solutions are distributed by the world’s largest server manufacturers and installed in Fortune 100 companies around the world.

Headquartered in Huntsville, Alabama, Avocent has sales, operations and R&D centres worldwide. Visit [www.avocent.ca](http://www.avocent.ca) for more information about Avocent products.

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*Avocent DSR switching solutions offer a flexible, scalable design that works with existing network infrastructures.*