



# Managing Branch Offices

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Networld-Interop Show

Jim Greene, Director of Product Management

May 24, 2007

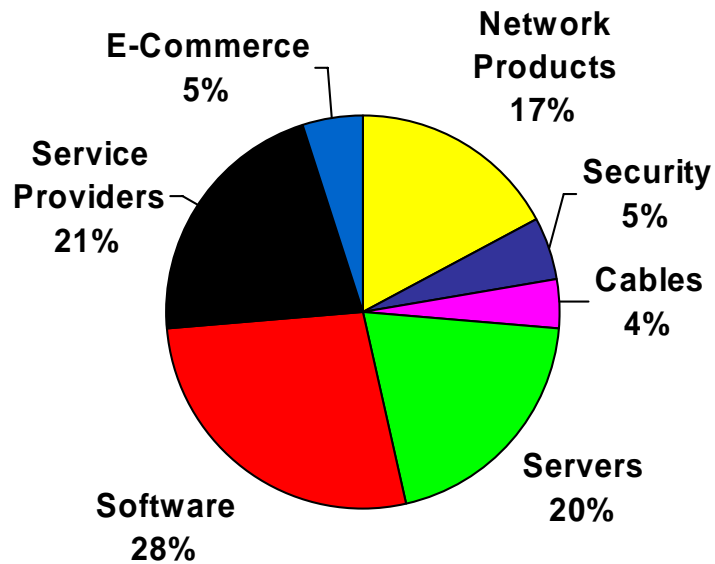
# The Branch Office Management Scenario

- IT Assets – 6 to 7 types of IT assets to manage
  - Servers for File & Print, E-mail and Internet
  - Router and/or switches
  - Security appliances – VPN and/or firewall
  - Telecom – VOIP or iPBX
  - PCs
  - Many different brands!!!
- IT staff in 20% or less of sites; limited IT asset management staff centrally
- Many alternative tools used to remotely support users – software primarily
- 2 to 4 on-site visits per year at cost of \$1,000 U.S. per visit
- Yet the majority of revenue depends on branch and remote offices !!!
- Downtime and poor network performance costs money

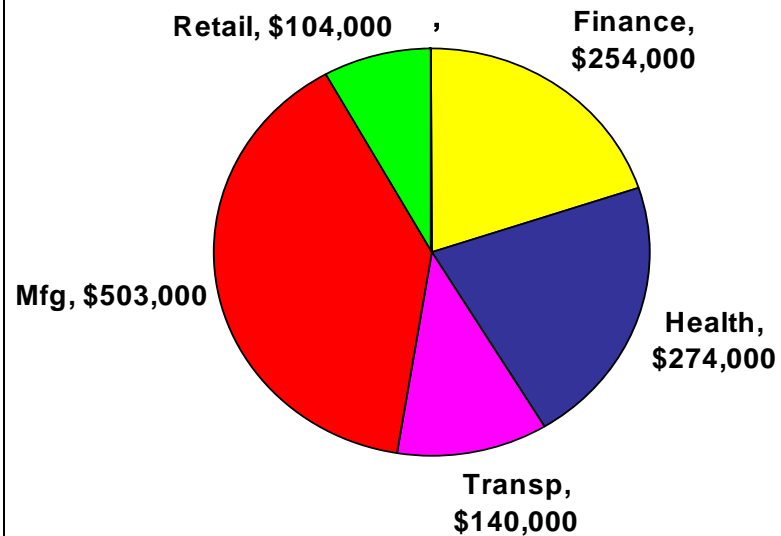


# Failure Sources & Cost/Remote Site/Year

Software & Service Providers represent 49% of failures



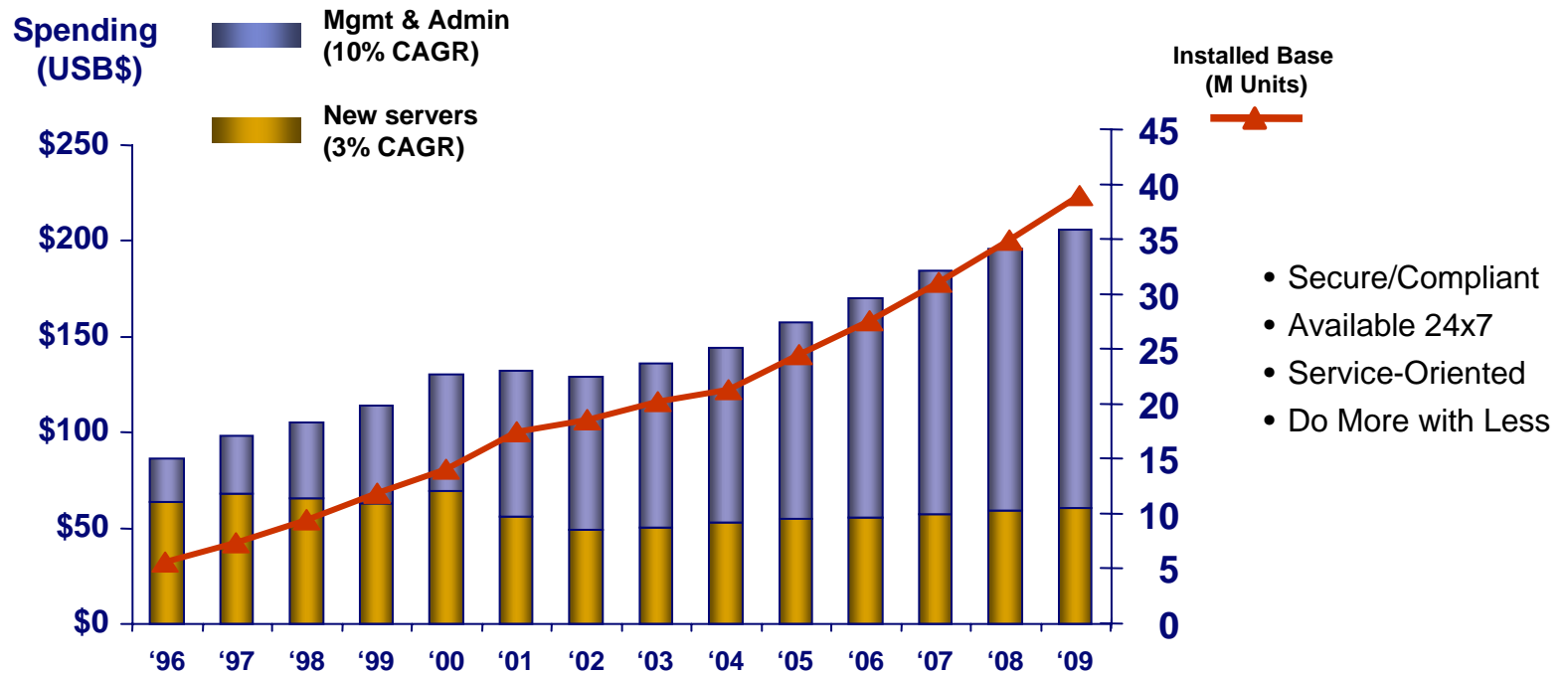
Minimum downtime cost/site/year by industry



Source: Infonetics, 2005

# IT Complexity and Asset Growth=\$\$\$

**2006 Management Equation**  
**\$1 Capital = \$7 Management**



- Secure/Compliant
- Available 24x7
- Service-Oriented
- Do More with Less



# Avocent Remote Office Solutions

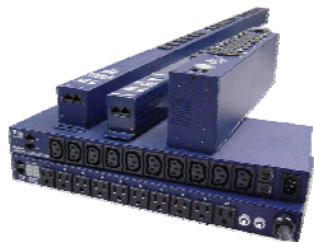
## Access, Anytime, Anywhere for Always On



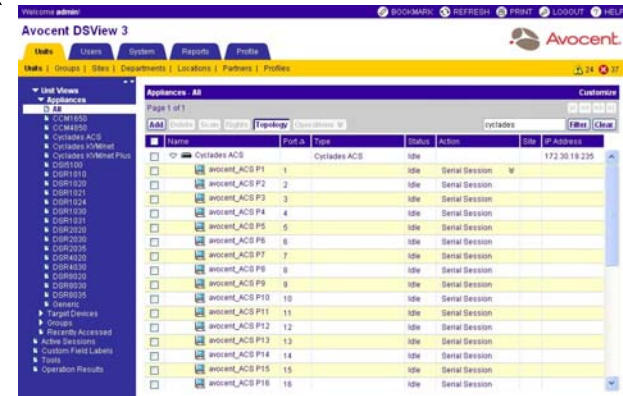
Servers - DSR



Network Equipment – ACS or OnSite



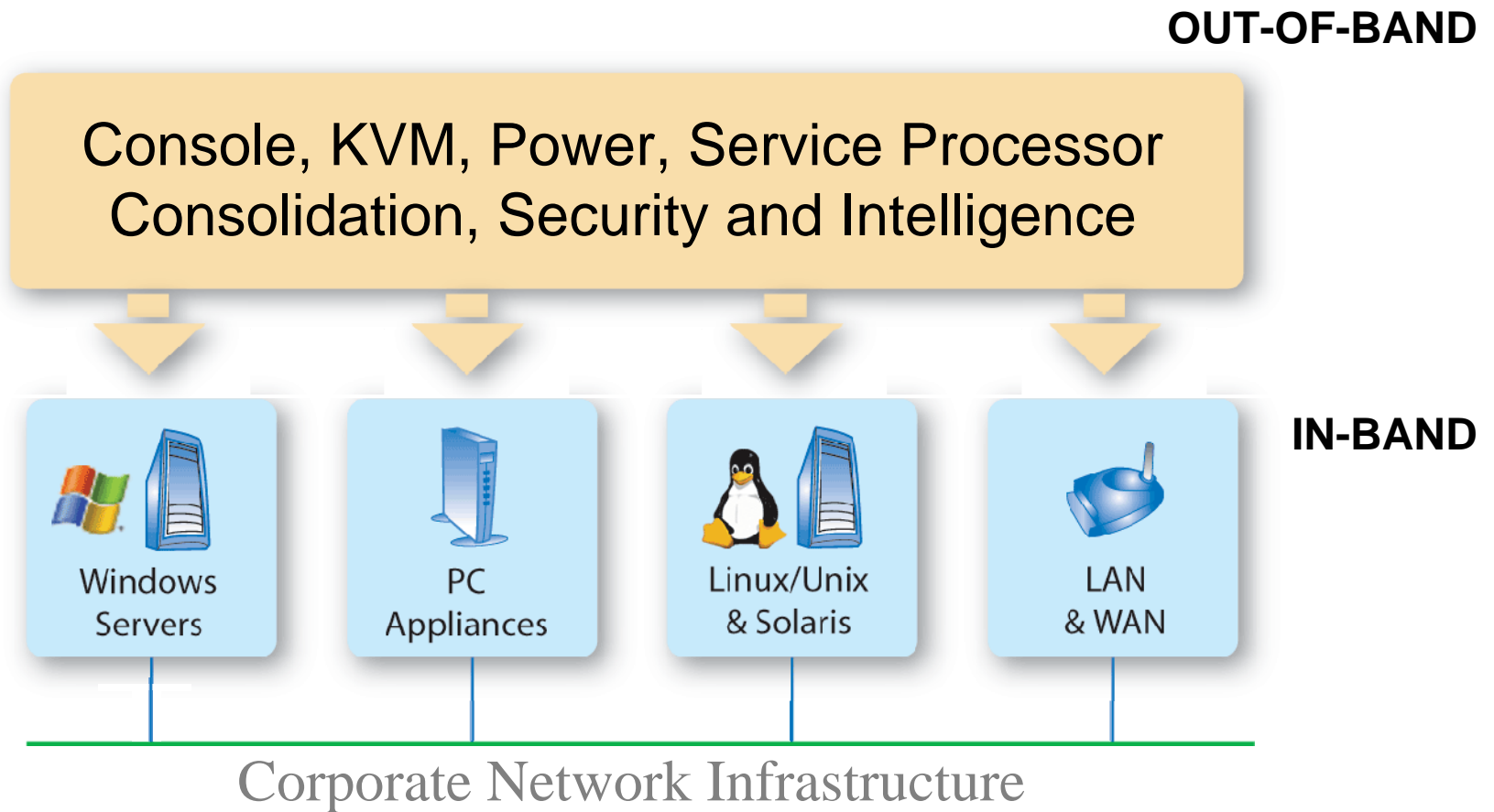
Power - PM



Single Management Console  
DSView 3



# What is Out-of-Band?

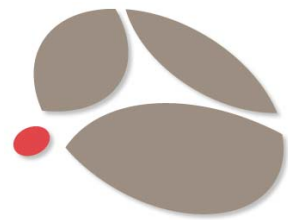


# Repair/Local Guy vs Remote Appliance



- Expensive trip cost
- Not always near the site
- Might be on holiday
- Might be out sick
- May not have experience
- May touch wrong equipment
- Does not know what happened before
- May be different person each time
- In many places and sleeps daily

- Pay one time
- Always at the site 7/24, very fast response
- Does not take holiday
- Does not get cold or flu, very reliable
- Allows the right IT expert to be anywhere
- Controlled authentication
- Can keep track of events
- Same approach each time
- Does not sleep, works all day and night



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