Opengear

Opengear provides a leading provider of on-demand, cloud-based communications with secure access to core network infrastructure

SUMMARY

IntelePeer®
The Cloud Communications Company™

Industry:
Telecommunications

Customer Profile:
IntelePeer Inc. is a leading provider of on-demand, cloud-based communications services. IntelePeer was founded in 2003 and has become central to the success of enterprises and service providers as they shift their communications to all-IP, Cloud-based solutions. IntelePeer is headquartered in San Mateo, California and has over 145 employees.

Objective:
- Deploy serial console access solutions to remote sites globally

- Provide simple remote console access to a diverse networking, switching, firewall and VoIP equipment

- Replace existing Cisco 2811s with a more intuitive solution

Management Solution:
Deploy at least one Opengear IM4200 device at each POP in USA and Europe

Results:
- Systems administrators and IT staff now have secure access to core network infrastructure to ensure uptime

- Multiple users enjoy simultaneous console access from anywhere at anytime, consolidating IT overhead

- Opengear's intuitive simple solution provides 24/7 service coverage with reduced out of hours support calls

CHALLENGES

IntelePeer is a transformative force in cloud communications – enabling partner and customer organizations to communicate through the cloud using a scalable and reliable platform that ensures interoperability between legacy

As a leading VoIP managed-service provider IntelePeer must deliver its global peering infrastructure and network interoperability with an industry-leading quality of service. The management tasks required to maintain a quality network span involve:

- Routine preventative maintenance procedures on all network services

- Identifying and remedying capacity related issues

- Provisioning for new installs, repairs and certifications

- Inter-operations testing and interfacing with new enterprise customers

- Event management and NOC escalations for restoration of service

- Developing automation agents to improve the efficiency and monitoring capabilities

IntelePeer's global platform is comprised of a distributed selection of classic networking gear, leading edge soft switches, VoIP and telecommunications equipment from an extensive array of vendors and proprietary user management, directory and media routing systems. As well as servers from the likes of Dell and HP and Cisco routers, switches and firewalls, the IntelePeer engineering team must remotely maintain a distributed mesh of unified communications systems (MS OCS 2007/Lync 2013, Cisco IME/Call Manager, Avaya Aura) and different media gateways from leading vendors.

One challenge in meeting this service obligation has been finding a simple remote console management solution – one that can be used by a variety of staff intuitively without having a console expert online.

> "The intuitiveness allows many more of our IT staff to use and configure it for their own needs. It's a device that you can pull out of the box, plug in, and it's working. That, combined with no long, complicated configuration, has really been beneficial for us."
>
> Scott Hofer - Senior Director of Network and Data Center Engineering for IntelePeer

Solution:

Opengear was able to improve on existing infrastructure at IntelePeer by delivering a secure console management solution that allowed simultaneous console access to multiple people on the same port. Whereas before only one person could work on a console port at a given time, Opengear allowed maintenance to be completed at any time and by any number of people.

IntelePeer has installed Opengear's IM4216 and IM4248 infrastructure management gateways to replace its legacy Cisco 2811 integrated services routers. While previously IntelePeer had needed multiple rack units — which also involved complex configuration processes — Opengear offered an out-of-box, significantly more intuitive solution that was also able to run on a single 1U rack unit.

The ease of use of the Opengear products also allowed non-experts to configure their own systems, drastically cutting down on training time. The Opengear console servers gave IntelePeer a much more self-service solution for its remote management needs.

"Simply put, switching to Opengear's console servers has allowed me to get a lot more sleep," said Scott Hofer, senior director of network and data center engineering for IntelePeer. "The intuitiveness allows many more of our IT staff to use and configure it for their own needs. It's a device that you can pull out of the box, plug in, and it's working. That, combined with no long, complicated configuration, has really been beneficial for u

Serial Console Management:

Opengear delivers the most advanced console server available today. No other device offers the advanced features of server management, power management, device management and complete environmental and network monitoring with out-of-band capabilities:

IM4248-2-DAC-X2-US with Cisco Straight Cable RJ pinouts:

- Always-on redundant network connection or automatic failover when primary link goes down

- Improves uptime and efficiencies through better visibility of the physical environment & physical status of equipment

- Firewall, SSH, extensive VPN support and two-factor authentication ensures confidence in the OOB connection

- Integrates cellular technologies for out-of-band access and SMS messaging and control

- One solution monitors IT, networking, security & power devices from multiple vendors

- Enterprise grade security complies with data center access and security policies

- Instant troubleshooting with always-up out-of-band

... and on top of all these features, Opengear still offers the best, simplest and most intuitive out-of-box serial console management solution.

Key Features:
Opengear develops smart solutions for critical infrastructure management

- A secure alternate path to devices at your remote sites when your primary network is impaired

- Ensures on-site infrastructure is accessible even during system or network outages

- Integrates seamlessly with your existing IT & network management systems

- Minimizes disruption and downtime, ensuring business continuity

- Cellular out-of-band access when the network is down

About Opengear:
Founded in 2004, Opengear designs, manufacturers and delivers the most feature rich, cost effective, flexible solutions for secure remote infrastructure management. Opengear enables companies to access and manage virtually any electronic device on their network remotely and securely from anywhere, even if the network is down, to improve efficiencies and maximize business continuity. The company is headquartered in Sandy, Utah, has substantial operations in the UK and Australia, and sales partners worldwide. For more information, please visit www.opengear.com.

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