Cyberoam

Adder?s KVM over IP Solution Enables Global Computer Management

CHALLENGE

It is critical for global companies to find the right solution that will enable secure, remote server management..However, it is even more important for a company that is providing over 4,000 enterprises with a comprehensive security solution.

Cyberoam provides enterprises worldwide with a range of Identity-enabled Unified Threat Management PLUS (UTM+) appliances. Cyberoam is unique among UTM appliances worldwide with its identity-based security management paradigm.With the individual user being the weakest link in enterprise security, external threats are targetingusers through spyware, phishing, pharming, viruses and more.Further, insider threats		 AdderView CATx IP KVM Switch

account for over 50% of threats faced by enterprises.At a time when current UTMs still offer only IP-address based security, Cyberoam UTM+ is the only UTM solution that offers user identity-based security, protecting enterprises from these emerging new threats.Cyberoam secures global corporations in many industries including manufacturing, healthcare, finance, retail education and government. Cyberoam is a division of Elitecore Technologies, which has approximately 500 employees.Elitecore?s divisions also include Crestel, which meets the voice, data, video, billing and customer care requirements of tier-one service providers. Cyberoam has its North American headquarters in Boston, its data center located in New York City and has its R&D and support offices at the Elitecore headquarters in India. With 15 servers, the company sought a KVM (keyboard, video and mouse) switch that would allow the servers to be managed both locally and remotely without compromising the security of its software or its customers.		

SOLUTION

Cyberoam chose the AdderView CATx IP KVM switch.The AdderView CATx is a secure, KVM via CATx switch that provides 4 concurrent local, remote or global users with BIOS-level control of up to 24 multiplat-form servers.The switch delivers high security, flexibility, remote power control and high quality video and audio.Cyberoam leverages the 24 port version and selected a mixture of PS/2 and USB access modules to meet their needs.

The AdderView CATx allows Cyberoam to control the servers from either Boston or New York ? or across the globe at its headquarters in India.And, users can also share the screen to see what colleagues are doing, which was not an option for the company in the past and quite an obstacle for solving problems such as server failure.

?Our primary IT infrastructure consists of complex networks and systems from multiple Linux and Windows servers,? said Joseph Guan, North American IT Manager for Cyberoam.?Our business relies on these systems to provide day-to- day operational needs for our employees and clients globally and it is crucial that we have complete control of these systems to manage them efficiently.?Guan added, ?It is mission critical for us to be up and running.If our system is down it makes us look bad.?

The Cyberoam servers managed through the use of the AdderView CATx switch include:

- The Linux server that hosts critical information and updates to the company?s anti-virus, anti-spam software ? clients require access to this 24/7.
- The Windows servers that provide Cyberoam employees access to network resources required for day-to-dayoperations including the Exchange email cluster for corporate email, the Primary Domain Control (PDC) for network authentication and the Adobe Connect Presentation server for corporate training solutions for all Elitecore Technologies employees, partners and customers.

Cyberoam was impressed by the AdderView CATx switch because it is a VNC-based device, enabling easy manage-ment of projects such as updating client software to each computer.With the Adder product, it?s plug-n-play with nodowntime.The product also stood out to Cyberoam for its compatibility with different operating systems, as well as its simple installation and scalability.The KVM switch sits behind the Cyberoam firewall and only the Boston and Indianoffices have access to the public IP.

Guan commented, ?The Adder product enables us to gain complete control of our systems down to BIOS level, which is a key security feature for our business. It allows us to perform tasks as if were sitting in front of them, and most importantly, multiple engineers can view numerous multi-platform servers at the same time.?

RESULT

The AdderView CATx switch consolidates the management of Cyberoam?s multi-platform servers, which has lead to alower total cost of ownership.

Guan commented, ?We think this is one of the best products.In addition to a lower total cost of ownership, it has also helped us to increase the efficiency of troubleshooting.Before installing the AdderView CATx, I would make frequent trips to the New York City data center when something went wrong.?

Cyberoam may look to test the AdderLink IP, which offers many of the same features, but in a smaller form factor for scalability.According to Guan, ?When future needs arise, we will definitely choose Adder again.?