Client › **netdirekt**

The Challenge:

Help netdirekt provide secure remote KVM-IP access to allow its clients to perform routine maintenance, troubleshooting and virtual media without engaging netdirekt's technical support department.

The Solution:

Attach a Lantronix SecureLinx Spider™ to a client's server, either permanently or on an as-needed basis, to enable direct access of the server console.

The Result:

With the Lantronix SecureLinx Spider, netdirekt's clients can perform routine maintenance, install operating software or troubleshoot their servers 24/7 or on an as-needed basis.

> " Before we started using the SecureLinx Spider, if a client had a problem, our technical support team was blocked up to 30 minutes with one issue by helping the client manually. Now, helping a client is as quick and easy as connecting a Spider. "

Wiethold Wagner,
President

The Challenge: Helping Clients to Help Themselves

Since 1996, Frankfurt, Germany-based netdirekt has been a leader in providing full-featured hosting solutions to both small private firms as well as large public corporations. With a company slogan of "You perform. We care." netdirekt is committed to empowering its clients with innovative and easy-to-use tools and applications that take the difficulty out of administering their servers.

In 2009, netdirekt wanted to offer its clients the ability to access their servers remotely through KVM over IP, also known as KVM-IP. KVM-IP extends keyboard, video and mouse (KVM) control over an IP network to virtually anywhere in the world, effectively enabling IT administrators to perform routine maintenance, install operating software or simply troubleshoot their servers. By enabling KVM-IP, netdirekt knew it could save its clients time and money by allowing them to more quickly address server issues without having to engage netdirekt staff. At the same time, netdirekt could reduce administration costs due to less demand on its technical support team.

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Think it. Connect it. Control it.

The Solution: Lantronix Serves up a Flexible Option

After researching the options, netdirekt worked with Sphinx Connect GmbH, a Lantronix distributor in Germany, to procure the Lantronix SecureLinx Spider KVM-IP device, a next-generation hardware-based server management solution. SecureLinx Spider is the only product on the market that offers a flexible, scalable and affordable remote access KVM-IP solution in a cable-friendly, compact "zero-footprint" package. Connected directly to a server, the SecureLinx Spider guarantees non-blocked access from any web browser, anywhere, at any time for full BIOS-level server control.

Unlike traditional KVM-IP devices, where multiple dedicated servers connect to a single KVM-IP switch, each SecureLinx Spider is connected to a single dedicated server. Not only does this effectively increase the security of remote management, it allows netdirekt to add remote IP users one server port at a time as opposed to using costly, pre-defined multiples. According to Wiethold Wagner, president of netdirekt, "The SecureLinx Spider makes it easy to plug in the KVM-IP and give the client immediate access." netdirekt was also impressed with SecureLinx Spider's virtual media capabilities, which facilitate the installation of new software releases as well as other tasks.

The Results: netdirekt Clients Can Have It Their Way

Prior to using the SecureLinx Spider, if a client had a problem, netdirekt's technical support team was often on the phone for at least 30 minutes. With SecureLinx Spider connected to the server, the client's IT administrator can troubleshoot the server without engaging netdirekt's support department. Not only does this dramaticaly speed up the process of adminstrating server functions, it saves both netdirekt and its clients time and money.

Because a single SecureLinx Spider device can be connected to a single dedicated server, netdirekt offers its clients the flexibility of either a permanent KVM-IP solution or temporary KVM-IP access on an as-needed basis. netdirekt has already purchased 500 SecureLinx Spider devices and intends purchase a total of 1,000. Says Wagner, "The SecureLinx Spider is the type of solution we look for as a hosting provider, and Lantronix offers the professionalism and reliability we look for in a solution provider."

About netdirekt

Since 1996 netdirekt has been a leading provider of full-featured hosting solutions to all manner of private and public corporations. netdirekt's main data center is located in Frankfurt, which is by far the most important network node in Germany, ensuring maximum performance for all its services on al its servers. With a company slogan of "You perform. We care." netdirekt is committed to empowering its clients with innovative and easy-to-use tools and applications that take the difficulty out of administering their servers.

Visit www.netdirekt.de for more info.

For more information on the SecureLinx Spider, go to **http://www.lantronix.com/it-management/kvm-over-ip/securelinx-spider.html**

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