Lantronix Connects Servprise Customers to Remote Recovery

> "XPort AR opened up entirely new frontiers for our products. We could not have completed the design of the WebReboot Enterprise in record time without the incredible technical support from Lantronix. XPort AR provides an amazing amount of features right out of the box."
>
> – Cory Wallenstein President, Servprise

Customers of ISPs and Web hosting providers demand constant uptime and lightning-fast service, making remote rebooting capability a necessity. With data centers growing at a rapid pace, remote rebooting solutions must provide more than reliable functionality – they must be scalable as well.

Data Center Management

The Situation: Web Reboot Capabilities That Can Scale to Thousands of Servers with a Single Embedded Network Processing Solution

Established in 2004, Servprise International, Inc. creates products to ease the lives of IT personnel and reduce the costs associated with technology maintenance by providing remote server management products.
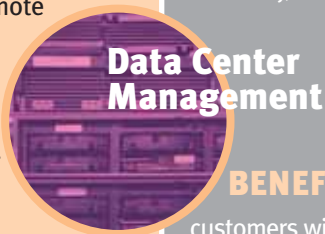
Servprise concentrates its efforts on meeting the network server needs of its ISP customers. Recognizing that the competition for hosting companies is fierce, Servprise planned to offer its data center customers a more scalable solution with additional value-added features than competitive products.

Servprise understood that downtime and manual reboots could be extremely costly for ISPs and that the ability to remotely reboot servers was becoming a requirement. Customers desired a higher level of

CHALLENGE To offer ISPs a scalable remote recovery solution with market-competitive functionality, Servprise required a single network processing solution – and fast.

SOLUTION Incorporating the powerful XPort® Architect (AR) embedded processor module provided scalability, a drastically improved feature set, network communications for remote management... all in an easy-to-implement and speedy solution.

BENEFIT Servprise was able to provide its customers with richer features and eliminate expensive server downtime, as well as open the door to other market opportunities.

empowerment that provided either automated recovery or enabling controls that would allow them to make augmentations quickly. To meet the increased feature and functionality requirements of its growing customer base and solve the two-device solution restriction of its original designs, Servprise sought a single network processing solution that would enable its leading web recovery products to scale to thousands of servers.

As if finding the ideal processing solution wasn't challenging enough, Servprise knew it had to quickly find a design that would work. The market demanded a scalable solution that could handle deployments to 15,000 to 20,000 servers in a matter of months.

servprise

THE SOLUTION: LANTRONIX XPORT AR PROVIDES ENTERPRISE-GRADE, FEATURE-RICH PLATFORM WITH SINGLE-CHIP CONNECTIVITY

Servprise realized the networking processing power of Lantronix XPort® AR through the company's software development kit. With that, Servprise realized they could easily develop market-demanded features such as advanced security, performance and varying interface compatibility.

XPort AR enabled Servprise to integrate everything including software into the design quickly and allowed the company to take care of many of the deployment complexities up front. XPort AR already incorporated SSL and SSH security protocols and XML functionality along with the ability to develop custom ports to add its own protocols. All this functionality enabled Servprise to concentrate their engineering efforts on the company's core competencies. By integrating XPort AR, the company was able to add a higher level of intelligence to automatically resolve a list of problems and set its solutions apart from market competition.

Servprise went from design to delivery of its new WebReboot® Enterprise products in just seven months. WebReboot Enterprise enables ISPs and hosting providers to offer secure remote reboot and power control services to their customers. Available in industry-leading densities of 24, 48 and 80 reboot ports per unit, WebReboot Enterprise products are ideal for data center-wide deployment and come ready to integrate with existing PHP, Java, or .NET hosting control panel and client account manager applications with an XML SOAP web service API.

THE RESULT: MORE FEATURES, BETTER FUNCTIONALITY, HAPPY CUSTOMERS AND NEW POSSIBILITIES

By incorporating XPort AR, Servprise is able to provide its customers with greater features and functionality such as top-notch security, intelligent notification and automatic configuration capabilities. In addition, ISPs can pass this value on to attract and retain their own customer base.

After a bout of bad weather on the East Coast, one enthusiastic Servprise customer said about the new remote recovery capabilities, "I would have had to go out during a blizzard to recover my crashed servers, but the WebReboot enabled me to resolve the problem remotely."

As Servprise looks to the future, the company is excited about the capabilities afforded by XPort AR. Servprise is now designing next-generation systems to remedy the remote recovery needs of other data center equipment including routers, switches and firewalls.

The XPort AR Advantage

- **AN EASY-TO-USE, FLEXIBLE, AND PROGRAMMABLE PLATFORM** for building scalable, intelligent, highly-secure, network-ready devices.
- **GOES BEYOND SIMPLE NETWORK CONNECTIVITY** to deliver an enterprise-grade, programmable embedded device computing platform.
- **INCLUDES ALL THE ESSENTIAL DEVICE COMPUTING AND NETWORKING FEATURES** built into a single RJ45 package – including a 120Mhz DSTni™ processor, 10/100 Base-T/TX Ethernet connection, an embedded web server and a full network operating system, including TCP/IP protocol stack.
- **FEATURES LANTRONIX AWARD-WINNING EVOLUTION OS™,** the powerful real-time networking operating system, which offers the ability to deliver an unprecedented level of intelligence to run a networked device.
- **FEATURES AN EXTENSIBLE, OPEN STANDARDS-BASED SOFTWARE PLATFORM** for managing the device and delivering information over the enterprise network (include Cisco-like CLI, XML, RSS).
- **"DATA CENTER-GRADE"** security including SSH, SSL and AES encryption.

LANTRONIX®
Network anything. Network everything.

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