

Customer Snapshot: SupplyCore

A Paragon of Reliability and Accessibility



The Challenge

Founded in 1987, Illinois-based SupplyCore has been providing integrated supply and procurement services for more than fifteen years. For businesses with one location to those with more than 200, SupplyCore offers a single, reliable source for all maintenance, repair and operations (MRO) material needs, from plumbing and HVAC to electrical and office supplies.

Through SupplyCore's Internet-based system, Inventory-in-Motion (IIM), or with the exchange of data through business system integration, SupplyCore enables customers to leverage MRO spend across all locations and gain access to aggregated buying data and detailed reports, streamlining the purchasing process and saving time and money. SupplyCore's diverse customer base includes the U.S. Department of Defense, as well as major corporations in the aerospace and real estate industries, all of which depend on the SupplyCore network's stability to perform mission critical functions.

Because its core business relies on the company's IT systems, SupplyCore needed a KVM solution that would ensure maximum up-time for its servers through rock-solid reliability. According to Greg Clark, Systems Technician, SupplyCore, "Thousands upon thousands of transactions can flow through our network on any given day, and if we are down, orders simply don't get placed."

The company's existing Belkin KVM switches were unreliable, offered control for only a limited number of servers per switch, and supported only one user per switch, according to Clark. SupplyCore needed a solution that would enable multiple users to access the company's servers simultaneously.

Customer:

SupplyCore

Challenge:

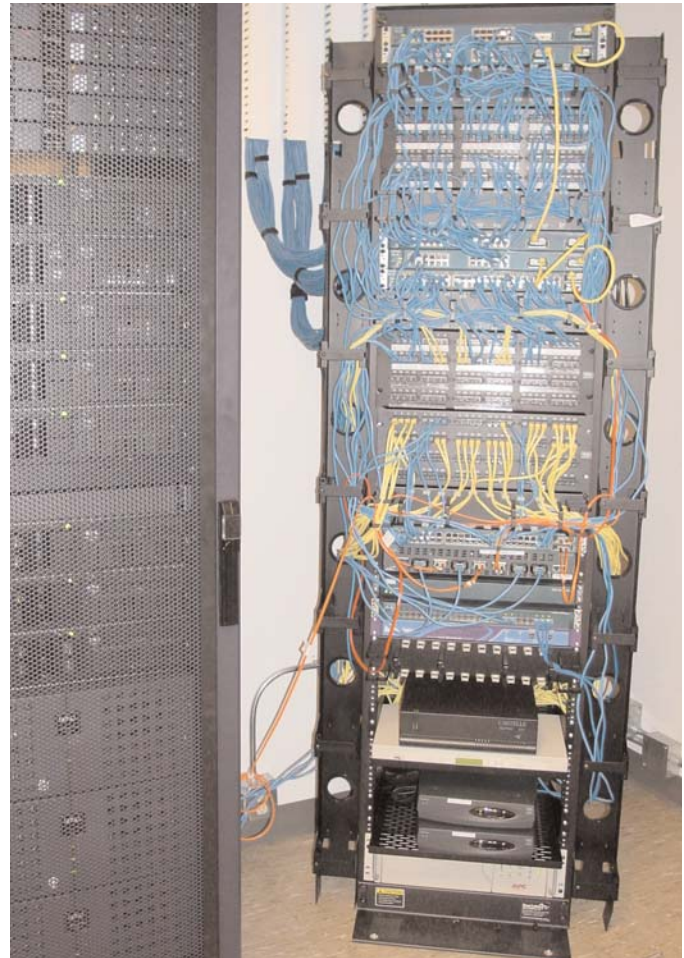
100% reliability and remote access

Solution:

5-User Paragon Solution

Benefits:

- Dramatic improvement in uptime
- Added remote access
- Scalable solution for future expansion



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as reliable or as expandable as Paragon.”**

The Solution

SupplyCore contacted Raritan because of Raritan's reputation in the industry for building the most reliable and scalable KVM solutions. "We needed to ensure that we bought a quality KVM solution that would grow with our needs, but most importantly, it had to be a solution on which we could depend," said Clark.

Working with a Raritan account manager, SupplyCore successfully tested and installed a Paragon UMT8 and five user stations, enabling up to eight SupplyCore personnel to access their 32 servers simultaneously at the rack or from their offices.

The Results

Since installing their Paragon UMT8, SupplyCore has realized two major benefits: reduced server downtime and dramatic savings of IT staff time through the convenience of centralized device management. "Our business demands 100% uptime, and Raritan has helped us meet that demand. Paragon enables us to switch between servers in a matter of seconds, meaning [in the case of a problem] servers are down for one minute versus one hour."

"Raritan is on the leading edge of KVM technology. I have not seen another solution as efficient, as reliable, or as expandable as Paragon," said Clark.



Raritan Computer, Inc., founded in 1985, is the leading provider of KVM (keyboard/video/mouse) and remote management solutions for access and control of servers and other network devices. With 18 consecutive years of profitable growth and technical innovation, Raritan makes products that are used to control millions of servers at more than 35,000 network data centers, computer test labs, and multi-workstation environments around the world. From the small business to the enterprise, Raritan's complete line of compatible and scalable KVM and remote connectivity products offers IT professionals the most reliable, flexible, and secure out of band solutions to manage data center equipment, while improving operational productivity.

The Future

Based on the success of its first Paragon installation, SupplyCore is looking to scale its KVM solution to match growing demands on its server infrastructure with a new Paragon unit, as well as with Raritan's new IP-Reach™ line, which offers KVM access over IP from any Web browser.

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to take control,
do it with Raritan.**

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