



ABOUT THE COMPANY

Teletext chooses Avocent to support its 24/7 service

Background

Teletext is the UK's premier electronic information provider, offering up to the minute news, sports, financial information, cinema listings and ticket sales, all constantly updated, 24 hours a day. Up to 18 million people a week access the service through analogue television (ITV, Channel 4 and 5), digital terrestrial television (Freeview Channel 9, 54a and 55) digital satellite (Sky), cable (NTL and Telewest), over the Internet at www.teletext.co.uk as well as through their mobile phone. So whether you're looking for a fantastic holiday, the latest score, entertainment gossip, up-to-date headlines, market updates or this week's winning lotto numbers, Teletext promises that you are never more than a press of a button away from the information you need.

With the rapid expansion of information media over the last few years, Teletext exploited the corresponding growth in the number of platforms on which information can be published. As a result, the company expanded its range of services to meet demand and the company grew from 180 staff to 350 in just two years. In response to their rapid growth, Teletext merged its two offices and relocated to a larger premises in West London. This office now houses 160 HP ProLiant servers, and the company has a further 100 at its disaster recovery site in Docklands, East London. Teletext was outgrowing its existing infrastructure and needed an IT solution that would offer secure, controlled access to servers, eliminate distance concerns and reduce space and maintenance requirements.

“Access to a remote location and space saving within racks in the server room drove our implementation, but we hadn't expected many of the other benefits. Travel time and cost have reduced as it is no longer necessary to trail across London to the disaster recovery site. With less hardware in the server room, air conditioning costs are also much lower.”

– PAWEL KOCHAN, SYSTEMS SUPPORT MANAGER, TELETEXT

The office consolidation gave the company the opportunity to rethink the way it managed its distributed IT systems and to build a system that could grow apace with its expanding business.

Pawel Kochan, systems support manager at Teletext explained, *“Our systems had expanded so much that we ended up running a large server farm on a hotchpotch of analogue KVM solutions. We wanted to bring our server room into the 21st century and avoid the issues of excessive hardware and cabling. We had to wake up to the fact that we had grown out of our old solution.”*

The implementation challenge

Initial research uncovered an alternative to the traditional analogue KVM technology that Teletext had previously used. With the Avocent® KVM over IP switching system, Teletext would be able to oversee the continuous operations of all of the servers in the data centre, immediately identifying any servers that were experiencing problems without having to visit the server room. With servers spread between two locations, this was crucial.

“Working with Avocent value added distributor, The Techland Group, we considered a number of KVM solutions on the market. However, the Avocent technology stood out as answering all of our needs,” said Kochan.

The solution

Teletext adopted the Avocent DSR™2161 KVM over IP switching solution to control, monitor and provide support for the 160 servers at its West London office and the other 100 servers at its Docklands disaster recovery site. Now, if a server goes down outside normal office hours, it can be accessed and administered from any location where there is an Internet connection. This is good news for the IT support staff. Following the office move, many of them no longer live near enough to the office to provide the speedy response to server troubles required by a 24/7 electronic information company.

The Avocent DSView® software interface, part of the DS management software suite, gives the administrator complete CLICK AND CONNECT™ access to any server as well as the ability to view activity on multiple servers from a single screen. The administrator can now monitor who has accessed which server and what actions they have performed. In addition, the number of people needing access to the server room has decreased, thus improving security.

As well as enabling remote access over IP, the Avocent DSR2161 KVM switch contains a local port, allowing IT staff at Teletext to access servers at the rack, if necessary.

The Avocent KVM solution produced numerous benefits for Teletext, many of which have come as an unexpected surprise to Kochan. *“Access to a remote location and space saving within racks in the server room drove our implementation, but we hadn’t expected many of the other benefits. Travel time and cost have reduced as it is no longer necessary to trail across London to the disaster recovery site. Now, we can log in using the DSView management tool and maintain the systems remotely. We have also found other costs dropping, things you wouldn’t think about. With less hardware in the server room, air conditioning costs are also much lower.”*

“Avocent and Techland have supported our implementation from start to finish. The good relationship that they have with each other has resulted in a smooth implementation for us. The digital solution from Avocent has taken KVM from being a simple switch to a fundamental part of our core systems maintenance structure,” said Kochan.