

## The Challenge: Access and Control of Retail Location Servers

For IT professionals, few industries face as many challenges and changes as today's retailers.

Here are some of the most critical:

- When problems arise at store locations, they almost always cause unacceptable downtime, and demand additional manpower, travel time and travel expenses — all of which can endanger the level of service and profitability essential to retailing success.
  - Few, if any, operations or departments have enough IT specialists to handle these system problems locally. The result: An unacceptable increase in downtime and/or costly third-party assistance.
  - There are times when remote servers and other IT gear will require the installation of bug fixes, firmware upgrades and patches. When multiplied by dozens or hundreds of locations, this can quickly become a daunting task.
  - As with most business applications, software alone is only a partial solution at best. For example, remote access software may be a low-cost solution, but lacks the security features retailers now need more than ever. Also, this type of in-band solution is dependent on the OS and network connection being available.
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- In today's electronic environment, you need to protect your customers and your company against the growing crisis of Identity Theft. This means that the network and the transmitted data relating to consumer credit and debit card transactions, plus extensive personal consumer information, must be continually updated and protected to comply with Payment Card Industry (PCI) Data Security Standards.

## The Solution: Remote Device and Power Control from Raritan

Raritan offers multilocation retailers a proven, secure, out-of-band solution to resolve problems remotely. Products ideal for this environment include the Dominion<sup>®</sup> KSX II and Dominion PX. Unlike in-band software solutions, the Dominion KSX II.

- Gives you out-of-band access to IT assets whether or not the OS or WAN is available.
- Gives you a one-stop solution by combining OS-independent KVM-over-IP and serial access via a single IP address.

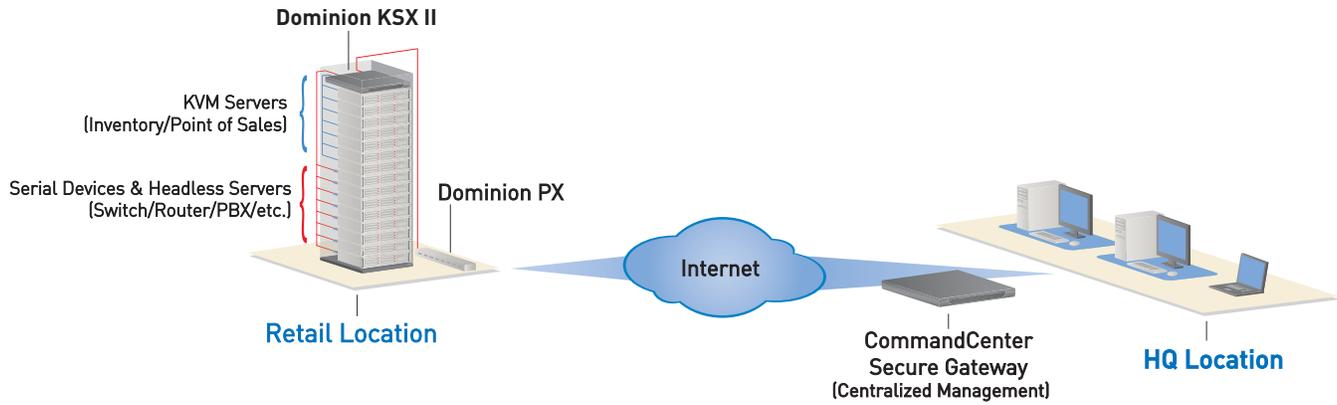
With the Dominion KSX II, you can maintain or repair remote systems via a browser or command-line interface. Whether the problem is with the network (router, switch) or a server (Windows<sup>®</sup>, Linux<sup>®</sup>), or other device, the Dominion KSX II gives you anytime/anywhere access.

And since all models feature Virtual Media, you can transfer files, fix bugs and perform upgrades over an IP network connection. Plus, the KSX II provides standard 256-bit AES encryption, strong password settings, and granular permission capabilities that ensure maximum protection for your network, your data, your customers and your company.

The Dominion KSX II also integrates with Raritan's intelligent PDU, the Dominion PX. This enables remote power monitoring and management, so remote IT administrators can perform emergency reboots and monitor the power usage in the various stores. In addition, Raritan's CommandCenter<sup>®</sup> Secure Gateway provides a single centralized interface to all of your locations and devices.

By deploying Dominion KSX IIs and Dominion PXs in each retail location, you'll be able to access them all from just about anywhere — your main office, a nearby store or even your home. You can directly access, troubleshoot and even reboot your remote equipment, including firewalls and security interfaces. What's more, the price of these units may be less than you're paying for single instances of third-party service or travel and lodging expenses.

Take control of your IT infrastructure. To find out more or request a demonstration, call Raritan toll-free at 800-724-8090. Or visit [www.raritan.com/branch-office-management/Dominion-KSX-II](http://www.raritan.com/branch-office-management/Dominion-KSX-II) and [www.raritan.com/remote-power-management](http://www.raritan.com/remote-power-management)



In this example, the retail locations are using the Dominion KSX II for remote out-of-band access and control of all of their IT devices. They are also using the Dominion PX, an intelligent PDU for emergency reboots and power monitoring. This, combined with the centralized management tool, CommandCenter Secure Gateway, provides an optimal way for an HQ-based IT team to remotely troubleshoot and maintain their equipment and maximize uptime.

Ready to find out more? Contact Raritan today.  
Call 1.800.724.8090 or visit [www.raritan.com](http://www.raritan.com)

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