BLACK BOX

CASE STUDY
NETWORKING



When Networks Fail, Control Doesn't

CHALLENGE

The Moment Everything Went Dark

A global enterprise running mission-critical infrastructure across data centers and remote sites experienced a familiar, but costly, scenario. A routine change triggered a failure.

Within minutes:
- Core network devices were unreachable
- Monitoring systems lost visibility
- Remote access tools failed

The IT team was locked out.

In high-scale environments, this isn't an anomaly: it's reality. Misconfigurations, firmware failures, cyber incidents, and human error can take networks down without warning. And when they do, traditional management tools fail with them.

No access means no recovery.
No recovery means downtime.
Downtime means lost revenue and risk to reputation.

SOLUTION

The Shift: From Dependency to Control

The organization made a strategic decision: never depend on the production network for access again.

They opted to choose Black Box LES Series Console Servers, creating a dedicated out-of-band (OOB) control layer, completely independent of the network.

Now, even during a total network failure, they could:

- Instantly access any device
- Diagnose issues at the console level
- Execute recovery actions remotely

What changed wasn't just access: it was control under pressure.

RESULTS

The Outcome: Control, No Matter What

The organization fundamentally changed its risk profile. They moved from:

Reactive response → Proactive resilience
Network dependency → Guaranteed access
Operational uncertainty → Controlled recovery

When the network failed, their access didn't.
And when access remained, the business kept running.

Why LES Series: Built for Critical Environments

The LES Series delivered enterprise-grade capabilities where failure isn't an option:

- **Scale Without Complexity**
  Up to 48 ports per device — manage entire infrastructure stacks with fewer systems

- **Automation That Reduces Risk**
  Docker, Python, and API integration enabled predictive maintenance and automated remediation

- **Security That Meets Enterprise Standards**
  TPM 2.0 and AAA integration ensured hardened, trusted access

- **Resilience That Never Sleeps**
  Dual power and dual Ethernet eliminated single points of failure, ensuring continuous availability
  This wasn't a tool: it was a resilience platform

- **The Impact:** Measurable, Immediate, Strategic

With LES Series deployed, the organization achieved:

- **Faster Recovery Times**
  Immediate console access eliminated delays

- **Reduced Downtime Costs**
  Faster resolution minimized business disruption

- **Lower Operational Overhead**
  Fewer emergency dispatches and manual interventions

- **Stronger Business Continuity**
  Infrastructure remained accessible, even during critical failures

Bottom Line

If losing access to your infrastructure costs time, money, or trust, the LES Series Console Servers ensure that never happens again.

LEARN MORE ABOUT BLACK BOX CONSOLE SERVERS