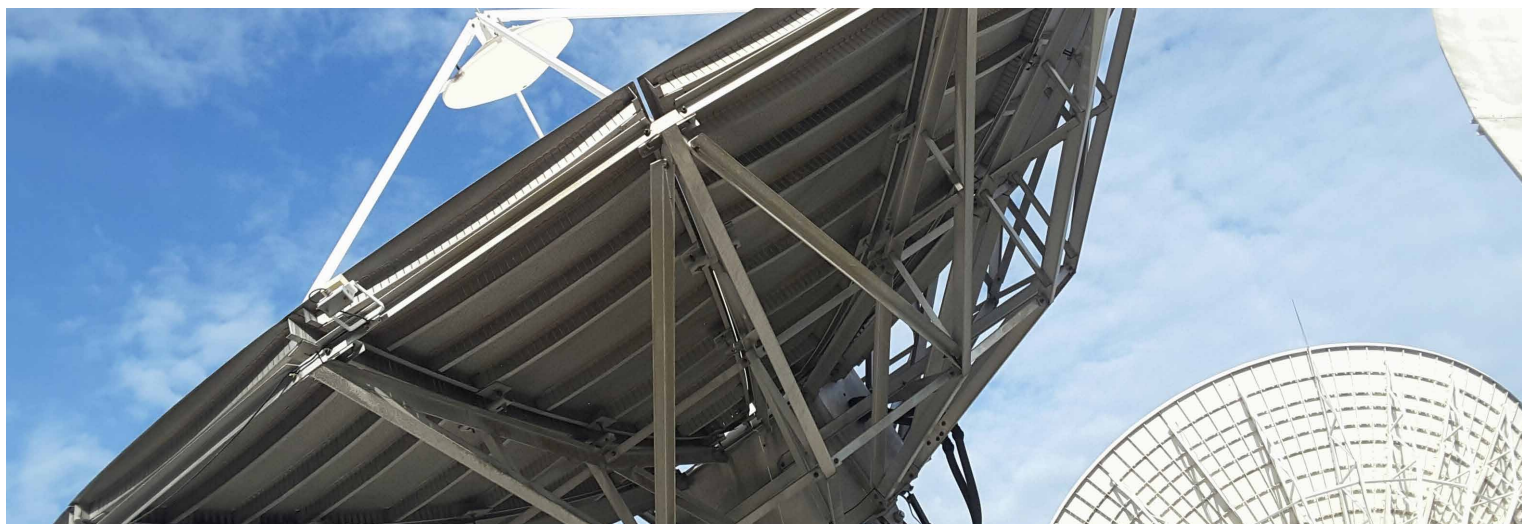




Satellite Hub Company Enlists Emerald IP KVM to Support Virtual Machines Connectivity in their Control Room

BACKGROUND

A critical hub for satellite communications broadcasts various radio, TV, and data services. Operating with over 50 antennas, the company plays a vital role in maintaining seamless communication across a wide array of industries. Their operations depend heavily on reliable and modern systems to support real-time monitoring, control, and administration of backend infrastructure. Previously, the company used an aging direct-connect KVM system, which served them well but had become obsolete, prompting a search for a more advanced replacement. Following a live demonstration of the Emerald IP KVM system at IBC 2023, facilitated through Black Box® and their integrator, the company opted for a test installation of the Emerald® platform.

CHALLENGE

The key challenge for the company was transitioning from their legacy KVM system to a solution capable of supporting their growing reliance on virtual machines (VMs) and providing a future-ready infrastructure. The system needed to integrate smoothly with their increasing VM-based operations. It also must reliably support real-time mission-critical control room operations and backend system management without compromising on performance. Additionally, the decision-makers required assurance that the new system could offer superior flexibility and potential for expansion across other locations.

SOLUTION

The Emerald IP KVM solution from Black Box was identified as the ideal system to meet these requirements. Several factors helped seal the deal during the solution evaluation and proof-of-concept process. The Emerald solution's support for VMs aligned perfectly with the customer's evolving infrastructure needs.

Individual receivers provided a straightforward means to connect to virtual machines. The operators received a simplified setup where they can intuitively monitor and control multiple systems and images through a single keyboard mouse and up to four monitors. The system was easy to learn. Plus, with the GE gateway capability and Boxilla® management platform, Emerald is positioned to handle future expansions effortlessly.

After a demonstration at IBC 2023, the customer conducted nearly a year of testing before committing to the solution, ensuring it met their operational requirements comprehensively.

RESULTS

The system is installed at one location now, and initial feedback from testing and planning indicates significant promise. Operators have expressed appreciation for the streamlined access and management of backend systems through Emerald's interface. The company is confident in the system's long-term viability. The potential to extend Emerald's capabilities to other locations provides a strong incentive for further investment. Finally, the reliability and ease of connecting to virtual machines via Emerald's zero-client technology have been noted as standout features, providing assurance of system stability and adaptability.

The customer commented: "Emerald's readiness for virtual machines and future scalability were compelling factors in our decision. The system's flexibility gives us confidence in its ability to support our mission-critical operations now and in the years to come."

ABOUT BLACK BOX

Black Box® TPS is a leading control room technology provider trusted by customers in mission-critical industries to master operations in the world's most demanding high-performance IT environments.

