



Case Study 1201

Systems Management Software and Services Provider - Altiris, Inc.

The Customer

Altiris develops and markets a complete line of Web-enabled solutions that empower information technology professionals to easily manage corporate resources throughout their IT lifecycles.

Altiris' intuitive manageability solutions are the only integrated tools to provide full lifecycle management in a single solution, including deployment and migration, software and operations management, inventory and asset management, and help desk and problem resolution.

Altiris' key strategic alliances include some of the largest and most respected international companies, including Compaq, Dell, Iomega, and Microsoft. As a result of these strategic alliances, Altiris solutions are managing more than 12 million systems worldwide.

The Challenge

Rapid growth made it necessary for Altiris to move. It wasn't a long move. The company took one of the larger buildings that had just been constructed in the same business park. But a move always necessitates changes.

Altiris had a Power Innovations' Q-RFL™ - 3000 on one of its servers, but was not using UPQnet-agent™ to oversee and manage the system. "With the move, our IT people indicated the need for better control and management of our critical equipment and data," says Altiris President, Greg Butterfield. "We can't afford downtime with our large customer base and our strategic partners, and we have our active intellectual property on our servers." New Power Innovations equipment was quickly approved.

The Solution

Altiris has its IT equipment mounted in standard 19" racks. In conjunction with Power Innovations' support personnel, the decision was made to acquire one Q-RFL-3000 with a UPQnet-agent™ (for local or remote management) and two backup batteries for each rack to provide 30 minutes of backup time without power. The UPQnet-agent provides the ability to remotely monitor and manage the systems and connect equipment.

Power Failure Safe

"The services that Altiris delivers to its customers require 24/7 uptime from our IT resources," says Chris Quarnberg, Altiris IT manager. "We have all our UPQs up and running, thanks to Dan Paget (from the Power Innovations Support Team). Now we'll get paged immediately whenever we have a power failure."

"Our thirty minutes of backup time should allow our team the time to perform an orderly system shutdown or go to other backup power if utility power cannot be restored. We feel confident that our systems will function in any eventuality now," says Quarnberg.

Altiris

INDUSTRY SERVED

Computer Equipment

CHALLENGE

Altiris cannot afford downtime with their large customer base and strategic partners.

SOLUTION

The Q-RFL™ 3000 with UPQnet-agent was installed to manage the center and provide 30 minutes of backup time without power.

ADVANTAGES

- Power Failure Safe
- Secure Situation
- UPQnet-agent II™

Secure Situation

The UPQnet-agent II™ uses Simple Network Management Protocol (SNMP) to communicate with the Uninterruptible Power Quality™ (UPQ™) system. This universal protocol allows for Internet access of real-time power status and history reports. UPQnet-agent II provides the flexibility to monitor and control power from within the Altiris network, from a remote location via an Internet connection, remotely via direct dial up, and even from handheld devices such as PDAs or cell phones. Altiris management and IT people feel that a secure situation now exists for critical equipment and data.

UPQ- 3000

Many of Power Innovations' tested and proven innovative technologies and applications are implemented into the Q-Series™. This family of products is next generation technology for today's marketplace. The UPQ-3000 completely isolates, filters, and regulates impure and erratic input power. The Q-Series produces a reliable, consistent, pure sine wave output using high frequency power generation. It is technology that has been tested and certified for global application through all of the appropriate agencies.

UPQnet-agent II

Power Innovations' UPQnet-agent II provides a powerful, Web-based interface to monitor and control any UPQ unit. Through the UPQnet-agent II – via a network, an IP address or dial-up connection – a comprehensive, easy to understand, and secure Web page provides the vital information from the UPQ. For remote monitoring or control of critical power, nothing compares to the flexibility and immediacy of UPQnet-agent II connected to a UPQ.

Front Rack, Hot-Swappable Battery Replacement

A key feature of the Q-RLF™ (Rack Front Loadable) systems is the unique and innovative way battery maintenance and replacement is implemented. Battery modules can be exchanged, replaced, or added while the system is in full operation. No shutdown or removal of the unit is required.

Power Innovations

Launched in 1997, Power Innovations has pioneered a revolutionary set of solutions to generate, store, and manage AC power. Power Innovations' mission is to provide and manage continuous high-quality power in conjunction with, or even independent of, utility services worldwide. Power Innovations is helping forward-thinking companies accomplish this goal through a new class of technology called Uninterruptible Power Quality (UPQ).

Today, Power Innovations' UPQ systems, coupled with its UPQnet-agent II IP management tools, assist organizations of every size in addressing the key issues surrounding power management. On its own, this is an area of tremendous need and opportunity that has Power Innovations poised for long-term success.

Power management is just one arm of Power Innovations' long-term strategy. The company is involved in the development of a spectrum of solutions for power storage. Ultimately, Power Innovations will premier revolutionary solutions for the generation of new power. Together, these three areas are the foundation of Power Innovations' long-term strategy.

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- Chris Quarnberg
Altiris IT Manager



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