

High security in the Comdivision data center. Customers of the data center can always keep an eye on their servers, thanks to Axis network cameras.



Organization:
Comdivision

Location:
Germany

Application:
Server monitoring
and security

Mission

Banks and financial institutions obviously need security and monitoring, but so do data center operators. For many years, Comdivision has been using modern surveillance systems for these purposes. As equipment in the surveillance sector was developed and refined, the company has acquired a variety of different systems. However, this resulted in a problem. Not only did maintenance costs rise dramatically due to the large number of suppliers, but it was also impossible to keep pace with the many different maintenance contracts for 15 different camera types. If a particular recording actually needed to be viewed, it was extremely difficult to search for the correct sequence.

Solution

Comdivision decided that, going forward, they would rely on camera systems from a single supplier in order to reduce the outlay for maintaining and handling its

surveillance systems. They selected products made by Axis Communications. One particular advantage of the Axis solution was the ease of connecting the Axis network cameras and the associated software solution, AXIS Camera Station, to Comdivision's existing video archiving software. This provided customers with access to the video data via the Comdivision portal to give them an uninterrupted overview of their servers.

Result

The unified camera system not only reduced the burden associated with servicing the surveillance system, but also resulted in visible benefits to customer service. The server outsourcing field always requires a high degree of trust between the customer and the service provider. A company's ability to monitor its own server is a further step in optimizing this relationship.

"We were particularly pleased to find that the Axis solution could be integrated with our own connection components which were already in place. Other suppliers would have required us to purchase some of their products, which would have made the whole project substantially more expensive."

Yves Sandfort, Comdivision's Managing Director.

Comdivision was founded in 1996 as the Internet subsidiary of an advertising agency. It operates its own data center, hosting servers for more than 5,000 customers. The customers, some of which are well-known banks and insurance companies, bring their own servers with them and use not only the physical storage space but also Comdivision's high level of security. Today, this also includes 22 Axis network cameras which monitor not only the data center entrances and rear area but also, more importantly, the data center and the valuable equipment it contains, located a few minutes away.

Spiraling maintenance costs and other difficulties

Before Comdivision opted for the complete solution offered by Axis, the company had been working with a structure that had expanded over the years and consisted of analog and network cameras from a wide variety of manufacturers. Not only did maintenance costs rise dramatically due to the large number of suppliers, but it was also impossible to keep pace with the many different maintenance contracts for 15 different camera types. "If a customer actually wanted to look at particular recording, it took us a whole day to find the correct sequence from among the different sources," explained Managing Director Yves Sandfort.

A decision that was not merely cost-based

Comdivision therefore decided to use camera equipment from just one supplier. Of the systems tested, Axis came out the winner. The Axis network cameras and the associated software solution, AXIS Camera Station, proved easy to connect to Comdivision's existing video archiving software.

"If a customer logs into our portal to access the video data for their server, the archiving software and AXIS Camera Station communicate via a special interface and upload the data," explained Sandfort. Comdi-

vision was also impressed by the wide selection of different camera systems and the expansion options offered by the solution. Even customers benefit from the new solution: after authentication via the Comdivision portal, they can now access images from the cameras pointing at their servers or the racks where the servers are located. In this way, they can see for themselves that their servers are secure at all times.

In addition to the video data, customers can view a log of their visits during the previous 30 days. If they see anything unusual, they can mark the video directly and forward it to the internal security department. However, Sandfort continues, "In the 11-year history of our company, no outsider has so far been able to gain unauthorized access to the data center."

Optimizing the relationship of trust

Enabling its customers to view their own servers at any time is an important step implemented by Comdivision to optimize its relationship of trust. Customers don't need to pay any additional charge for this new feature, because it's generally included in the portfolio of services offered. The advantages of the new camera system for Comdivision are firstly that the surveillance system is easier to manage, and secondly, that it enhances the reputation of the data center as a high-security zone.



Yves Sandfort, Comdivision's Managing Director.

comdivision:
consulting
outsourcing
hosting