EFFICIENT DEMOS AND CORPORATE EVENTS

GLOBAL MAPPING AND ANALYTICS SOFTWARE COMPANY RELIES ON IHSE KVM

THE CUSTOMER

ESRI is the global market leader in geographic information systems (GIS) and manufactures the world's most powerful mapping and spatial analytics software. ArcGIS connects everyone, everywhere through a common visual language. It combines mapping and analytics to reveal deeper insight into data, helping organizations create positive change in industry and society.

THE CHALLENGE

The ESRI team produces several large-scale corporate Plenary events every year – with attendees from 250 to close to 20,000. Each of these events include live, technical demonstrations on a large stage, driven on computers more than 100 feet away in a backstage area.

The previous hardware system allowed for up to 30 workstations running backstage with a KVM setup on stage. However, they faced several challenges bringing together components and cables from several different manufacturers and systems to create just what they needed. This resulted in stability issues and excruciatingly long hours of setup. Though they eventually developed a system that would help minimize a portion of the setup time, they continued to have issues with stability and compatibility across many PC/Mac operating systems. Simply put, this was not user friendly for their production team or presenters.

THE SOLUTION

To solve the existing problems, ESRI opted for an IHSE KVM system based on a Draco tera KVM switch, which connects all computer systems to several user consoles via Draco vario KVM extenders. All computer systems can be operated from each console and the currently required sources can be selected and switched in real time.

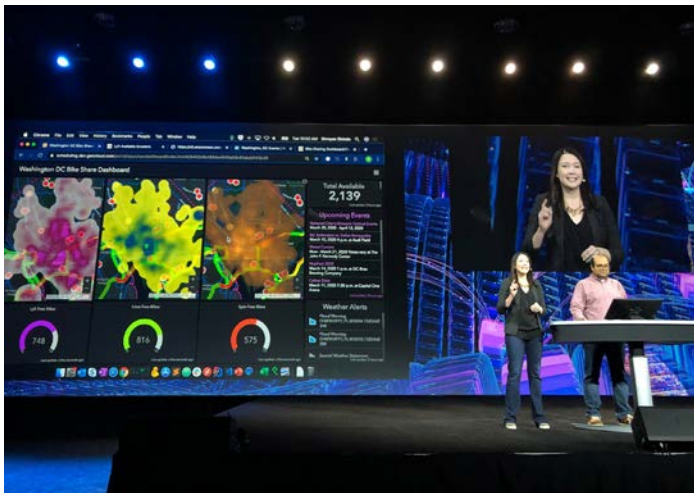
ESRI President Jack Dangermond giving a keynote speech

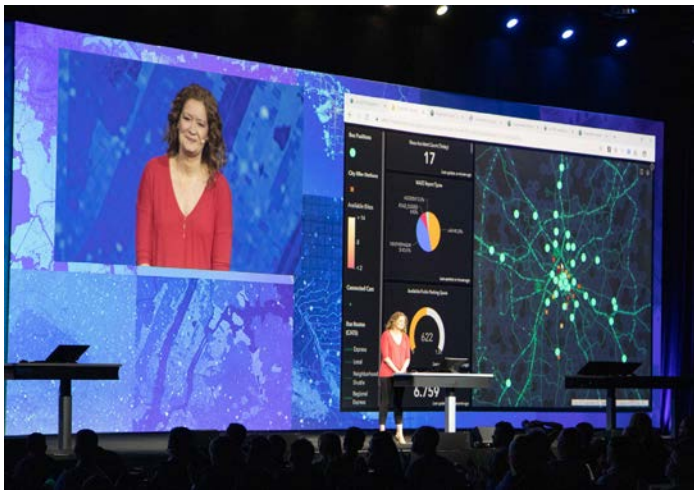
> "We discovered the Draco KVM solution – the system that fit all of our needs. Immediately, we were able to implement it into our Plenary environment with minimal setup. The system was simple to connect, configure, and easy to use for our presenters when on stage."
>
> Eben Wells, Solutions Engineer for ESRI

THE BENEFIT

The KVM solution helps the ESRI production teams to work more efficiently, allowing speakers to maintain complete focus on their demonstration, and not the infrastructure powering it.

> "The Draco KVM hardware system is reliable, dependable, and stable. We have now used this system for more than five years supporting many events with little-to-no technical issues. This stability is important as our presenters deliver live demonstrations to thousands of attendees."
>
> Eben Wells, Solutions Engineer for ESRI





The setup times for the Plenary demo environment were reduced by at least 50 % with the IHSE KVM solution. This was important due to the often very tight timelines where every minute counts. The KVM increased flexibility at all levels: Users can swap systems or move presenters' stage positions on the fly. ESRI was no longer forced to lock a presenter to a certain podium. In addition, the system can now be operated with any PC or Mac connected to the system.

User-friendliness has been drastically improved: As the Draco system is extremely easy to use and has no latency, users can run demos as if they were sitting directly in front of their system.

KVM PRODUCTS IN USE

- Draco tera compact KVM matrix switch
- Draco vario KVM extenders

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