

Axis network cameras enable timely IT troubleshooting. Real-time monitoring and rapid problem resolution add up to effective management of IT network across Southern China.



Organization:
One of the world's
largest transportation
companies

Location:
Hong Kong SAR, China

Industry segment:
Transportation

Application:
Remote maintenance

Axis partner:
Hi-End Computer
Limited

Mission

Hong Kong-based Hi-End Computer provides IT outsourcing services to large organizations in Asia Pacific. Among these is one of the world's largest transportation companies, for which it manages an extensive computer network comprising 12 large data centers and a number of smaller hubs and server rooms across Southern China. As part of its service agreement, Hi-End Computer monitors this geographically dispersed but mission-critical network around the clock and guarantees four-hour problem resolution.

Solution

To help efficiently and cost-effectively manage and troubleshoot its client's computer installations, Hi-End Computer uses a network video solution based on AXIS 213 PTZ Network Cameras. A typical 2,000 square foot data centre has five network cameras installed, while a smaller hub or server room can be covered by a single unit.

When a new site is being set up, the Axis cameras go in as early as possible so that the Hi-End Computer client can monitor work progress without having to send someone on-site. Then, once the facility is up and running, Hi-End Computer technicians use the cameras to monitor and troubleshoot the infrastructure remotely over a secure Internet connection.

Result

With high-quality network video monitoring from Axis, Hi-End Computer does not need to assign a highly trained IT expert to each of its client's remote sites. Instead, monitoring and troubleshooting take place in real time via video. If a problem occurs, Hi-End Computer technicians monitor the situation over the video link and guide non-technical onsite staff in resolving it with step-by-step instructions.

"Real-time monitoring via network camera is a cost-effective solution to the challenge of supporting mission-critical operations at multiple remote sites. We know exactly what is going on at each location and can marshal our resources to solve problems in the shortest possible time."

James Wan, Project Manager, Hi-End Computer Limited.

Keeping professional IT staff onsite at its client's remote locations would be so cost-prohibitive as to make it impossible for Hi-End Computer to provide a four-hour maintenance service. With the Axis network video solution, however, Hi-End Computer can cost-effectively deliver the service level its client needs and ensure minimal downtime for its mission-critical computing infrastructure.

Reliable, high-quality images

For James Wan, the Hi-End Computer Limited project manager in charge of the Axis Communications deployment, the reliability of the Axis network camera was crucial. "Hi-End Computer's ability to resolve our client's technical problems within four hours depends on the network camera being able to always deliver high-quality images. In the three years since the AXIS 213 PTZ Network Cameras were installed, we have not encountered a single error or problem with the video solution," he says.

Optimal control with 26x optical zoom

Crucially for Hi-End Computer, the AXIS 213 PTZ enables advanced remote monitoring with its wide coverage. It pans 340 degrees, tilts 100 degrees, and provides 26-times optical zoom, auto-focus, and 12-times digital zoom. This allows Hi-End Computer to zoom in on specific details of the site, including personnel, the control panel of a particular piece of equipment, or even the display of an onsite computer monitor. With this sort of control, Hi-End Computer technicians at the firm's Hong Kong monitoring center have all the data they need to help non-IT staff resolve problems and manually reset systems onsite.

Minimum bandwidth

In addition, the Axis system requires minimum network bandwidth. "Because the Axis system uses an advanced video codec, we can monitor 12 video cameras simultaneously from a single computer – without affecting traffic on our Asia-wide network. Furthermore, we can adjust video resolution in real time, viewing high-resolution images, such as 1024x768, whenever we need to," Wan continues. These capabilities are in contrast to other camera solutions evaluated by Hi-End Computer, many of which consumed a great deal more bandwidth to view a single monitor with far smaller resolution.

Fast deployment, cost-effective solution

Wan's team also found deploying the AXIS 213 PTZ Network Cameras to be fast and easy. "After selecting the position of the cameras, all we needed to do to get the system up and running was simply plug in the power and network cables. Deployment took only a few minutes and required no external support," he explains.

The Axis system is also very cost-effective, according to Wan. He calculates that each camera has a total cost of ownership of less than HK\$400 each month over an expected three-year lifespan. Each camera, or group of cameras, replaces an on-site IT professional with a salary of at least \$8000 each month.

"More important even than these massive cost savings, the system allows Hi-End Computing to solve our client's critical computing issues in the shortest possible time – enabling us to offer exceptional four-hour problem resolution and levels of customer service that would not otherwise be possible," Wan concludes.



"We put our trust in Axis network camera technology – and we have not encountered a single problem or failure after almost three years of deployment." James Wan, Project Manager, Hi-End Computer Limited.

