More Space, Fewer Overtime Hours at the Dutch National Lottery

Dutch National Lottery, The Hague

In operation since 1726, De Nederlandse Staatsloterij is the largest lottery in the Netherlands and the oldest functioning lottery in the world. Its total revenue added up to approximately 699 million euro in 2003, and it paid out almost 455 million euro in prize money, while always guaranteeing the anonymity of the winners.

The data center of the Dutch National Lottery forms the backbone of the organization. To ensure that the IT infrastructure is available, the organization has a backup data center.

Overtime Work

Once a month, eight employees work overtime in the evening to carry out server maintenance tasks. During this scheduled maintenance, the consoles for the various servers used to be shared in the data center, which made authorization and access quite difficult. Fred Meijer, System and Network Management Coordinator, explains: "Valuable time was lost because our sysadmins had to wait for a console to be available. That's rather annoying, especially when working overtime." Jeroen Groeneweg, System Manager, adds: "Our sysadmins often had to be physically present, which increases the risk of a system outage caused by a human factor. Moreover, every time the door opened the climate control had to work harder."

An equal challenge was dealing with an increased volume of business. The Dutch National Lottery has experienced a significant growth spurt over the last few years, mainly due to a rise in Internet-based transactions.

Fred Meijer: "We needed workplaces for our new colleagues and additional space in the data center. "Unfortunately, there was no additional available space in the building."

The Winning Ticket

After carefully weighing its odds, the Dutch National Lottery found its winning ticket in the Raritan CommandCenter® consolidated IT management appliance. With this solution, the Staatsloterij's four Dominion® KX KVM-over-IP switches can be accessed as one, each switch offering two IP users and one local user access to any of 16 servers in a non-blocking configuration. This, in turn, means two things: one, that the National Lottery has one central point from which all remote access is administered and channeled, and two, it can simultaneously share access to up to 64 multi-platform servers among up to eight browser-based users and four users at the rack.

CUSTOMER

"De Nederlandse Staatsloterij" — Dutch National Lottery

CHALLENGE

Optimizing sysadmin productivity and finding more server space without moving the data center.

SOLUTION

CommandCenter consolidated IT management appliance, offering secure, browser-based control over the Dutch Lottery's four KVM-over-IP switches and their connected servers.

Four **Dominion KX216** switches, each with two IP ports and one local port in a non-blocking arrangement for 16 servers). All multi-platform IT equipment is now accessible through the CommandCenter, allowing eight sysadmins to perform server maintenance and configuration tasks at the same time from the convenience of their desktop browsers.

RESULTS

- Reduced overtime hours
- Frees up 25% of used server space
- Increases security in the data center
- Eliminates contention for user consoles
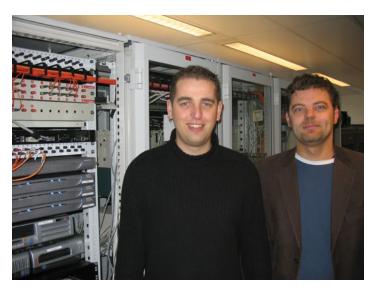

Dutch National Lottery headquarters, The Hague

The optimal price/performance ratio was the ultimate deciding factor in our choice," says Fred Meijer. "Our employees can now access the hybrid server environment from their own workplaces, so we no longer need a lot of consoles. The old console room is now the workplace of three employees. Moreover, removing the consoles from the data center freed up 25 percent of the rack space in the server room."

"The Dutch National Lottery also benefits from important security advantages. The KVM-over-IP signal (Keyboard, Video and Mouse) is encrypted and the actions of employees are recorded. The stand-alone solution works independently of an operating system, which means that the security of the management tool does not depend on the security level of an OS. Fred Meijer adds: "There's less need for us to be physically present in the server room. This is not only favor-able for climate control; the risk of human error is also reduced."

Anytime, Anywhere

The enterprise solution has had a positive effect on efficiency and morale. Fred Meijer continues: "We don't have to wait anymore until a console becomes available. Thanks to Raritan our overtime hours have decreased significantly." The alternate location is also being managed from the workplace, significantly reducing travel time between two buildings. To summarize, the CommandCenter

enterprise solution has won the Dutch National Lottery three valu-able prizes: reduced employee overtime, newfound server space, and cost efficiencies.

Fred Meijer (System and Network Management Coordinator) and Jeroen Groe-neweg (System Manager) of the Dutch National Lottery. Fred Meijer: "In all, we have about 25% additional space available".

"Thanks to Raritan, our overtime hours have de-creased significantly"

Fred Meijer
Network Management Coordinator
Dutch National Lottery

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