Case Study

High-Speed Out-of-Band Management with Opengear Resilience Gateway
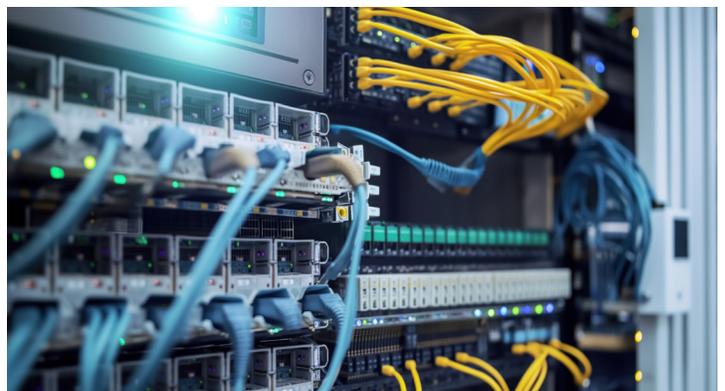
🏢 COMPANY

A Fortune 50 pharmaceutical company consistently ranked among the top 50 corporations in the United States.

⛰ CHALLENGES

The client relied on outdated ION modems for remote access, limiting their visibility over network core devices, especially during outages.

SOLUTION

- We conducted a phase-wise deployment of Opengear Resilience Gateway devices to replace the existing ION modems, providing secure remote access to monitor their critical devices even when their primary network is down.

- Deployed Opengear devices to enhance remote troubleshooting capabilities and ensure business continuity.

- Created a detailed plan to ensure smooth execution of each site visit, including patching matrix preparation.

RESULTS

- Replaced ION modems with Opengear Resilience Gateway devices across 69 North American sites with no operational disruption.

- Provided secure, remote access to core devices and ensured uninterrupted support even during primary network outages by leveraging Out-of-Band management.

- Deployed Opengear devices helping the client strengthen their foundation for long-term network modernization.

Equipment Used	Opengear Resilience Gateway