



The Backup That Never Backs Down

How Digi ensures critical infrastructure stays online during outages

Challenge

A city public-sector agency needed a robust out-of-band (OOB) management solution to maintain network access during outages. Their IT team required a scalable solution with:

- **A 16-port console server** for remote device access
- **Dual AC power** for failover protection
- **LTE backup** to ensure uninterrupted connectivity
- **Secure authentication** via Azure Entra SSO to meet compliance standards
- **24/7 monitoring and support** to prevent critical downtime

The agency faced frequent network disruptions due to power outages and infrastructure limitations. Manual intervention was costly and time-consuming, creating an urgent need for a remote management solution.

Explore Our [Console Server](#) Solutions 

Solution

To address these challenges, the agency implemented [Digi Connect® IT 16](#), a secure and reliable OOB management solution. The key features included:

- **16 serial ports:** Provide streamlined remote device access, reducing the need for on-site troubleshooting
- **Dual AC power inputs:** Ensure failover protection, preventing unexpected downtime
- **Integrated LTE backup:** Provides seamless network continuity even during primary connection failures
- **Azure Entra SSO authentication:** Supports centralized and secure access control, to meet compliance standards
- **Digi Remote Manager®:** Enables proactive monitoring, remote troubleshooting, and cost-efficient management
- **Digi LifeCycle Assurance:** Includes one year of built-in service and 24/7 expert support to minimize operational risks

Outcome

With [Digi Connect IT 16](#), the agency ensures continuous network access, enhanced security, and improved reliability. LTE backup keeps operations running, dual AC power prevents downtime, and [Digi Remote Manager®](#) enables cost-saving remote issue resolution. Long-term support from [Digi LifeCycle Assurance](#) provides ongoing monitoring and peace of mind.

[Digi LifeCycle Assurance:](#) Enhanced Service and Support Now Included on Qualifying Devices

For more information, visit:

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