

CASE STUDY

Hyve Scales Network Resilience with Opengear

**Industry:** Managed Services**Location:** Global, with headquarters in the UK**Primary Solutions:** Cloud hosting, managed services, and infrastructure management

About the Company

Hyve Managed Hosting is a global provider of fully managed hosting solutions that prioritizes customer-centric service. By combining a small-business ethos with international reach, Hyve empowers clients to manage IT infrastructure seamlessly and focus on business growth.

Hyve offers a comprehensive range of cloud hosting and managed services. Its engineers work as an extension of each client's business, delivering customized solutions with centralized support. Operating across 35+ global locations, Hyve leverages strategic partnerships and an infrastructure-agnostic approach to meet diverse client needs.

Challenge

With operations spanning Europe, the U.S., Asia, and Africa, Hyve faced a growing challenge: managing infrastructure remotely without on-site technical staff.

As Roberto Bello Hurtado, Hyve's Technical Team Lead, noted, "We had a few instances during initial testing of a site where we lost access to part of the network because of a configuration error. One wrong move, and you could lock yourself out of a network device."

This dependency introduces the risk of increased response times or compromised service reliability. Recognizing that traditional methods fell short of their commitment to exceptional service, Hyve sought a secure and reliable remote connectivity solution to provide continuous network connectivity for every stage—from initial setup and day 0/1 configurations to upgrades, changes, and troubleshooting.

The Solution: Smart Out of Band™ Management for Global Scale

Hyve turned to Opengear, which aligned well with their security, resilience, and scalability needs. Having previously used Opengear, team members were already confident in its Smart Out of Band management capabilities. After a successful proof of concept, Hyve implemented Opengear's solutions for data centers. Both models feature a 4G-LTE cellular modem, providing resilient connectivity and reliability.

Hyve configures Opengear devices at its UK headquarters before deploying them worldwide, enabling 24/7 remote access to network devices in 35+ locations. This solution has allowed Hyve to significantly reduce reliance on local support for routine adjustments and troubleshooting.

The Results: Improved Efficiency and Service Reliability

Since deploying Opengear's out of band solution, Hyve has realized substantial improvements in operational efficiency and response times. By eliminating reliance on local 'smart hands' services, Hyve has streamlined operations and improved customer response times. This efficient, straightforward approach has made Hyve's global network management far more resilient.

Future Plans: Scaling Resilience with Lighthouse

Following their successful Opengear deployment, Hyve plans to further enhance network resilience with Opengear's Lighthouse® software solution. As Hyve expands, particularly in the U.S., Lighthouse's robust advanced features will drive efficiencies and support scalable growth.



Smart Management Fabric (SMF): SMF introduces an overlay network that streamlines IP endpoint access across IT infrastructure, breaking down silos and simplifying network management. By providing secure, scalable connectivity, SMF will enable Hyve to connect more resources efficiently, supporting seamless global operations.



Connected Resource Gateway (CRG): CRG goes beyond traditional serial connectivity, acting as a secure entry point for network management tools, users, and third-party endpoints. As a gateway integrated with SMF, CRG offers flexible, clientless access with role-based access control (RBAC), reducing administrative overhead while enhancing productivity for the entire Hyve team.



Lighthouse Service Portal (LSP): As Hyve scales, Opengear's zero-touch provisioning tool and cloud-based service LSP will be essential for the team. Automating the setup of Opengear devices and connected resources, LSP enables rapid, secure deployment across global locations without manual on-site configuration. This will streamline deployments, saving time and costs as Hyve expands.

With these future-forward features, Hyve is well-positioned to meet the evolving needs of their customers, ensuring agility, security, and scalability as they continue to expand.

"Opengear's out of band solution has been invaluable for our team. Knowing we can access our network devices from anywhere gives us peace of mind and allows us to effectively support our global infrastructure."

Roberto Bello Hurtado, Hyve's Technical Team Lead