

Vertiv™ Avocent® ACS8000 battlecard against Opengear IM7200 family

Feature	Opengear® IM7200 Family	Vertiv™ Avocent® ACS 8000 family	Differentiation
Auto-Pinout Discovery		✓	The ACS supports both automatic and user configurable pinout settings. The IM7200 only supports software configurable pinouts. The makes the ACS faster and easier to deploy without manual intervention and potential confusion on settings.
Avocent = Serial Console Market Pioneer		✓	Vertiv, through its brand Avocent, pioneered the serial console market with the original Cyclades devices and carried this through the ACS, ACS5000, ACS6000 and now ACS800 and 8000 products. Avocent's experience in this market space means it understands the remote access needs of the customer.
Comprehensive IT & power management portfolio		✓	Vertiv provides a comprehensive set of IT management tools beyond just Serial Consoles. Within remote IT management Vertiv offers KVM and Server Processor Management. In the broader portfolio, Vertiv offers a wide arrange of products such as UPS, customizable rPDUs, and even the racks themselves. This gives the customer a one-stop shop for their IT needs. Opengear only offers Serial Console servers.
Digital Input Port		✓	Provides flexibility to incorporate outside inputs into the system. Can be used for tasks such as having outside events trigger alerts or automated tasks
Extensive rPDU Integration		✓	The ACS supports the integrated management of Vertiv Geist and 3rd party rPDUs (Eaton, APC, ServerTech, and Raritan). The integration into the ACS user environment allows for an aggregated view plus efficient configuration and access to even multiple daisy-chained PDU devices.
Integration of GXT5 (and GXT4) UPS		✓	The ACS supports the integrated management of Vertiv Liebert GXT4 and GXT5 UPS. This provides single pane, Out-of-Band access to the status and configuration of connected UPS. A strong benefit of this out-of-band connection is the availability of SNMP data and events even when the main network connection is unavailable.
Single-AC power options		✓	The ACS offers single and dual port AC power options for all port-count levels. These options provide low-cost alternatives for rackmount environments. Customers selecting the ACS as a solution can utilize lower-cost variants in locations without the need for redundant power
Mean-Time-Before-Failure		✓	ACS family has a MTBF of 420,000-520,000 hrs at 40oC depending on model (190,000-225,000 hrs at 40 deg C). This is much higher than the advertised value of 100,000 hrs by Opengear and indicates the reliability and solid construction of the ACS 8000 platform.
Operating Temperature		✓	The ACS can operate in a temperature range of 14 oF -140 oF (-10 oC – 60 oC). The OM8100 family advertises 41 oF -122 oF (5 oC - 50 oC). This allows the ACS to operate in more extreme conditions outside of the datacenter such as an industrial setting or remote edge location.

Lead With

Vertiv™ Avocent® ACS8000 battlecard against Opengear IM7200 family

Feature	Opengear® IM7200 Family	Vertiv™ Avocent® ACS 8000 family	Differentiation
TLS 1.3, FIPS 140-2, AAA, and Security Profiles	✓	✓	The ACS also features advanced security features in several operational areas. TLS 1.3 for secure network exchanges. IPSec VPNs for secure tunnels across the internet. FIPS 140-2 support for device security. The ACS has security profiles and settings that allow the user to enable/disable specific TCP or UDP services, interfaces, and even cipher levels. 3rd party authentication (AAA) is also supported with configurable TACACS+, RADIUS, AD/LDAP, and local user and user group operations. This facilitates the added ability to restrict the view and access to individual ports based on user/user-group roles.
Operational Resilience – Dual power supplies; Dual network interfaces; Failover	✓	✓	The ACS has model options with dual power supply and dual network interfaces for functional redundancies. Both feature failover mechanisms that automatically switch the system during a power or network failure. In the case of network failover, the user can select the triggers and the system will also fallback to the original network interface once connectivity is restored.
Customizable Environments (Scripting, RESTAPI and Containers)	✓	✓	The Linux environment of the ACS has a built-in Python 3.0 interpreter and can support container applications such Docker for the enablement of custom applications. It also features a RESTAPI that enables 3rd party tools and easy automation of configuration and day-to-day tasks
4 Years of Standard Warranty	✓		The ACS comes with the standard Avocent warranty (2 yrs). However, uplifted support is available in 1-yr, 2y-r, and 4-yr increments that includes added access to tech support and advanced RMAs not covered by standard warranties. This uplifted support provides the customer the elements they need in the case of an equipment failure or technical issue.
ZTP & RESTAPI for automated deployment and reconfiguration	✓	✓	The ACS includes several forms of Zero-Touch Provisioning that enable the customer to deploy units in the field without having to manually configure each device. The ACS leverages python to support custom actions during initial installation and a RESTAPI provides easy integration with 3rd party automation tools. This greatly reduces the need to manually intervention at both deployment and when configuration is required as well as during day-to-day activities.
24-port USB options	✓		The IM7200 does have variants that feature up to 24 built-in USB ports. This does come at the sacrifice of on-board serial ports as these variants typically only have 16 RJ45 ports. The ACS 8000 features 8 physical USB ports that can be expanded via USB hub devices to match the number of built-in RJ45 ports (ex. ACS8048 will support 48 USB console connections).
Built-in Ethernet Switch	✓		This is a distinct advantage of the IM7200 platform. This is most beneficial in edge locations without existing network infrastructure. However, these switch ports do mean that these models feature fewer RJ45 serial ports (max of 16 RJ45s). Also, it is common for network environments to already have deployed Ethernet switches that are a part of an existing managed IT environment (ex. Cisco switches will be managed by Cisco tools). These managed switches will include advanced features not found in the IM7200.

Defend Against

Vertiv™ Avocent® ACS8000 battlecard against Opengear IM7200 family

Vertiv Model Numbers	Opengear CM8100 Online SKU crossover
ACS8008MDAC-400	IM7208-2-DAC
ACS8008SAC-400	No Single AC options
ACS8008SDC-400	No Single DC options
ACS8016DAC-400	IM7216-2-DAC
ACS8016MDAC-400	IM7216-2-DAC
ACS8016SAC-400	No Single AC options
ACS8016SDC-400	No Single DC options
ACS8032MDAC-400	IM7232-2-DAC
ACS8032MDDC-400	IM7232-2-DDC
ACS8032SAC-400	No Single AC options
ACS8048DAC-400	IM7248-2-DAC
ACS8048MDAC-400	IM7248-2-DAC
ACS8048MDDC-400	IM7248-2-DDC
ACS8048SAC-400	No Single AC options
ACS8008-NA-DAC-400	IM7208-2-DAC-Lxx Series
ACS8016-NA-DAC-400	IM7216-2-DAC-Lxx Series
ACS8032-NA-DAC-400	IM7232-2-DAC-Lxx Series
ACS8048-NA-DAC-400	IM7248-2-DAC-Lxx Series

How to handle Opengear’s perceived tech advantage:

There can be the perception in the market that Opengear has a technological advantage on the ACS and other serial console vendors. This is mostly related to the early availability of such items as integrated cellular and containerization. The ACS now also offers integrated cellular and will expand this in both capability and regional coverage. The ACS is capable of advanced features such as containerization. Also, in many cases the ACS has been shown to be easier to configure. Opengear’s Lighthouse software is a dedicated serial console management package. The ACS can be managed by both the DSView and ADX management platforms. These tools allow for much more than just serial console management expanding into many other areas of remote IT management and giving the customer a much broader toolset.

How to handle Opengear’s price advantage:

When bidding against Opengear you might see that the list price of the ACS is higher than the equivalent CM8100 family member. There are key features as well as pricing structure on the ACS that justify this price difference. The ACS includes advanced serial settings not found on the CM8100 such as auto-pinout configuration as well as a wealth of input interfaces such as a built-in sensor port and digital Inputs. Opengear openly positions the CM8100 family as the low-cost replacement for legacy console servers. The ACS is also typically discounted from its list price, particularly in the channel.

Vertiv.com | Vertiv Headquarters, 1050 Dearborn Drive, Columbus, OH, 43085, USA

© 2022 Vertiv Group Corp. All rights reserved. Vertiv™ and the Vertiv logo are trademarks or registered trademarks of Vertiv Group Corp. All other names and logos referred to are trade names, trademarks or registered trademarks of their respective owners. While every precaution has been taken to ensure accuracy and completeness here, Vertiv Group Corp. assumes no responsibility, and disclaims all liability, for damages resulting from use of this information or for any errors or omissions. Specifications, rebates and other promotional offers are subject to change at Vertiv’s sole discretion upon notice.

