EVS’ New HQ Training Center Packs a Punch with IHSE KVM

by Robert Viola, Vice President of Technical Operations, EVS Americas

THE CUSTOMER

EVS is globally recognized as the technology leader for video production, with wide-ranging HD to UHD/4K solutions for live sports, entertainment, and news content. You’ll find EVS’ premium media technologies in operations throughout the world helping broadcasters, rights owners, and producers optimize live assets, engage audiences, and increase revenue streams by monetizing content across multiple platforms.

Customer research and education are critical to what we do. That’s why we have training facilities in 12 locations around the world. It’s a way for us not only to introduce new products and offer in-depth, hands-on training in how to make the most of them, but to understand what our customers need and how they use our products.

Recently EVS moved its Fairfield, New Jersey, headquarters to a new building, and in the process, we built a new and much more flexible training center with plenty of upgrades, including the addition of a new IHSE KVM.

THE CHALLENGE

The crux of the new training center is the main instruction room with 10 seats — nine for the trainees and one for the trainer. There are two monitors per trainee plus two for the trainer, for a total of 20, in addition to 2x 70-inch monitors on the wall for all to see.

Besides using KVM for all seats in the training room, KVM also controls stations in our VIP room, a more comfortable, lounge-like room used for dedicated behind-the-curtains demos and proofs of concept with VIP clients. Two of the training room seats also feed our main conference room, making it possible for meeting participants to call up information from the training room during a meeting, if necessary. There are two more seats...
in the reception area to greet customers with our newest product, X-One. A touch-screen-enabled product, allowing customers to walk up to touch it, play with it, and see the product features before getting into their in-depth training.

All screens are touch-screen-enabled, and every seat — monitors, keyboard, mouse, and touch screens — is accessible by KVM.

Our KVM use case is different than in a traditional broadcast environment, where operators call up a product and use it to send something from point A to point B. Because we’re training, we must be able to present and push the trainers’ screens to the operators and vice versa. We also need to preconfigure and save the training sessions so they can be called up at will. And given our multi-room setup, we needed a quick, robust KVM switching capability to pass seat control from room to room at a significant distance within the building.

THE REQUIREMENTS

To make it all happen, we equipped the new training center with KVM gear from IHSE. We’ve been using IHSE equipment inside our “EVS Live on Tour” demo van since April 2016 to give customers on-site demonstrations of the latest EVS live-production solutions. IHSE also came highly recommended by many of our customers, including engineers and operators from Game Creek Video, which is what prompted us to turn to IHSE in the first place.

We have an 80-port Draco tera compact switch wired with Cat 5E cable, along with associated CON and CPU units that go on either end of the peripheral and connect to all the devices in our rack room. All the equipment resides in the main equipment room, while the extensions are in the training room. This setup keeps the training room quiet because all that’s running in the room are the connection units from IHSE.

HOW IT WAS DESIGNED

The IHSE KVM equipment gives us several advantages over our old training facility. Two of the biggest:

1. Trainers can now push their screens to the trainees, so trainees can see the lessons up close. Then, with a keyboard stroke, trainees can quickly switch back to their local machines to practice the functions in the lesson. By the same token, trainees can push their own screens to the large monitors in the front of the room, which come in handy when a trainee does something noteworthy that would benefit the rest of the class. Essentially, trainers and trainees can simulcast their local seats from place to place. Also, unlike in the old facility, where we needed a keyboard and mouse for every PC, IHSE KVM enables screen spanning from one screen to the next. As long as the screens are next to each other, one keyboard and mouse can span multiple screens and control multiple PCs. Simply drag the mouse where you want it and start using the keyboard, and it ties right into the correct PC.
2. We can now prebuild multiple classes using IHSE’s Draco tera tool software, which gives us the flexibility to go from one training session to another with the push of a button. We use tera tool to build screen layouts and lessons for our many products, and then we simply take a few minutes to load the appropriate lesson before the class starts. This is a major improvement over the old way, which required a support engineer and a day’s worth of time to reconfigure the training lab for each new class.

With IHSE KVM gear in place, we have the flexibility, configurability, and robust switching necessary to make our new training center shine. Thanks to our history of success with IHSE, and especially the success we’ve had with the our US headquarters training center since it opened in June of 2017, we’re looking to add IHSE KVM gear as we expand our regional training centers. Next up: Los Angeles.

THE EQUIPMENT USED

EVS Training Center Essential KVM Specs:

- IHSE 80 Port KVM System with Cat-X connections
- 53 CPU sources with a mix of EVS XT, Epsio, XF3, and IPDirector units.
- CPU units are based on DVI with RS-422 to support XT servers, with serial control for LSM remote control panels
- 11 CON workstations with a mix of touch-screen capabilities
- CON units are based on HDMI with RS-422 to connect to LSM remote control panels
- Some workstations use HDMI CON with local input to share between remote XT and local XT servers at the same workstation
About EVS

EVS is globally recognized as the technology leader for live video production. The company introduced Live Slow Motion replay in 1994, and has continued to build on its reputation for quality and reliability with solutions that enhance live sports, entertainment and news content. Innovations – such as the C-Cast multimedia platform and DYVI software-defined switcher – are raising the bar for live production enrichment, management and distribution. Broadcasters, rights owners, producers and venues alike use EVS to maximize the value of their productions and increase revenue streams.

The company is headquartered in Belgium with offices in Europe, the Middle East, Asia and North America, and provides sales and technical support to more than 100 countries. EVS is a public company traded on Euronext Brussels: EVS, ISIN: BE0003820371. For more information, please visit www.evs.com

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About IHSE USA

IHSE USA is a leading provider of KVM (keyboard, video & mouse) products supporting long distance signal extenders and switching for DVI, HDMI, VGA, SDI, USB, audio and RS-232 serial data. For 30 years, IHSE, a global original design manufacture, has been developing new and innovative ways of supporting next generation products for KVM and signal extenders. IHSE technology is deployed worldwide by public and private organizations such as broadcasting, post production, government and military, medical, financial and oil & petroleum industries. The company offers a complete line of DVI and HDMI video extenders over Cat-X or Fiber optic cables for “mission critical” video and data access.