



Government

Solutions Guide



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Introduction

In an ever-changing world, government organizations must necessarily be adaptive. But in a world that is radically transforming due to COVID-19, this has now become an imperative.

Many governments have long been funding technologies for use in the public sector. Successful projects already implemented include public surveillance, waste tracking, and traffic management technologies that ensure smoother operations in much of our daily lives. In terms of when citizens need to interact with government agencies, revenue and customs agencies have tended to be ahead of the game and have implemented systems that digitize tax returns, for example, and allow third-party platforms to connect. And these systems have been transformed by partnering with technology vendors.

However, while it has been clear for quite some time that government organizations must be smarter and more agile when investing in technology to serve citizens effectively and deliver on their missions, it has also apparent that many agencies are lagging behind in the kind of tech take-up that would transform their services. Right now is truly the time to invest.

Aligning Tech Implementation Choices with Strategic Goals

In tandem with the growing need to prioritize the digitization of government services, industry observers are starting to recognize distinct trends. For example, Gartner¹ recently outlined the major smart technology investments for digital government strategy implementation and to drive future efficiencies. The biggest leap that governments have to make is to embrace the smaller, innovative technology companies, or initiate working more closely with mid-size tech firms for new adaptive approaches for implementing existing technologies. More so, according to Deloitte^{2,3}, governments need to investigate technologies that can monitor adherence to strategy, identify potential disruptions, and generate additional strategic ideas. Furthermore, leaders should work to better align technology implementation choices to mission strategies. It is certainly time for governments to start pioneering in their own right and showing that they are serious in demonstrating the value of these new technologies, because in an increasingly volatile world, they cannot afford to wait.

1. Gartner, Top Technology Trends for the Future of Government, 2020
2. Deloitte, 2021 Global Marketing Trends: A Government and Public Sector Perspective
3. Deloitte Insights, Tech Trends 2021

Challenges for Solution Implementers

The digitization of government brings many opportunities for vendors that supply IT infrastructure control and AV delivery solutions. In terms of increasing value proposition in this regard, it is necessary to be aware that in the transition to a post-COVID-19 world, technology choices are becoming more strategic and dynamic, so solutions must reflect this.

As digital government services become an increasingly tangible goal for organizations in the new normal, and industry experts such as Gartner and Deloitte expect lagging government agencies to be scrambling to get on board, this brings with it huge potential for future growth. Here are some attributes of technologies that might be most relevant for governments to take advantage of in this area, both in the provision of public services but also within their own organizational processes:

- Shield the attack surface from threat actors by establishing a robust cybersecurity model in which the monitoring of threats remains continuous and improves (Adaptive Security)
- Improve the quality of decision making with a new mindset of augmented intelligence through data collection and analysis (Decision Intelligence)
- Revitalize core technology assets as part of government imperatives to enable strategic change through digital transformation
- Provide citizens with seamless access to government services integrated across all channels while delivering a personalized experience that conforms to their stated preferences
- Impact both the current and future target states of the service, information, and technical architecture (Agile by Design)
- Offer collaborative functionalities to share procurement and expertise across networks so interactions can provide motivation

These forward-looking government organizations that understand the benefits of technology and search for ways to utilize it on a large scale in the public sector present many transformational opportunities. ATEN specializes in robust and reliable data center/server room management solutions, secure desktop solutions, collaborative meeting room solutions, and superior AV/IT control room infrastructure to strengthen processes in government operations and meet the needs of all government departments.

Trends in Digital Government

From Adaptive Security to Zero Trust: Guarding Against Cyber Threats

It is well known that government agencies not only store far more critical data than the private sector but that they are also more likely to be using older, legacy systems that are far more vulnerable. Due to increasing cyber attacks from threat actors but also growing demands from citizens for more convenient access to information and government services, especially during the COVID-19 crisis, it is no wonder that government IT departments are facing a constant stream of challenges.

With an unprecedented number of people suddenly working from home further exposing network vulnerabilities to new workarounds, an adaptive security architecture that analyzes behaviours and events in order to adapt and protect is a vital framework to help monitor activities and proactively improve as cyber threats evolve. In addition to enabling multifactor authentication and enhancing system monitoring to receive early detection and alerts, governments are also reviewing readiness plans in partnerships with IT security professionals from the private sector.

Another more recent trend is the zero trust cybersecurity posture, which has a baseline default approach of denial instead of trust, and is vaunted to simplify security and improve the citizen experience. But this requires significant effort and a much deeper, foundational transformation to automation and resource utilization. Whichever approach is taken, governments are likely to require not only workplace solutions that provide genuine network separation as standard but also IT infrastructure management solutions that incorporate proprietary operating systems into hardware-based remote access solutions to help keep a handle on cyber threats without affecting the progress of the digital government transformation process.



Implementing Shared Services 2.0: Rebooting the Digital Workplace

Shared Services is defined as the consolidation of administrative or support functions from multiple agencies into a single, stand-alone organization to provide services as efficiently and effectively as possible. In times of crisis, the smooth management of this process becomes even more crucial for governments. The Shared Services 2.0 trend aims to improve government interactions by shifting the emphasis of the approach from cost-saving to one that aims to deliver high-value capabilities instead. According to Gartner, this includes enterprise-wide security, ID document management, business analytics, and more, to deliver a tailored citizen-centric model. Whether taking a cost-saving approach or implementing a value creation strategy, the success of establishing a transformative public service hub that streamlines service provision into a one-stop solution for citizens relies on the convergence of both IT and OT. For example, in any government control room environment, a highly usable system providing critical information visualization and augmented communication can increase work efficiency and make a significant contribution to non-financial benefits.

Furthermore, implementing enhanced shared services will also require governments to consider adopting leading practices for managing cross-team interactions, a trend that Deloitte refers to as a rebooting of the digital workplace. By embracing collaborative technologies, governments can optimize both individual and team productivity to establish the leaner processes required by digital transformation initiatives. While this will require a fundamental shift in outlook and in the way that work gets done in government departments, leveraging advanced interactive briefing room solutions could be the key to accessing the best available talent and synergy to effectively increase service provision efficiency.

Decision Intelligence, XaaS, and Big Data: Managing Scalable IT Infrastructure

A fundamental responsibility of government is the satisfying of citizen needs and meeting expectations for digital and mobile services. In order to do this, analysts are adamant that governments should improve the quality of decision making with a new mindset of augmented intelligence through data collection and analysis, known as Decision Intelligence. Data is increasingly recognized by governments as a strategic asset and data analytics, according to Gartner, allow government agencies to shift from dashboard reporting to autonomous business processes and business intelligence capabilities that help people make better decisions and pre-empt dilemmas.

Since the advent of COVID-19, leveraging the public cloud to deliver digital government at scale is imperative for public trust. The public cloud traditionally ran off-site, but public cloud vendors are now running cloud services on client data centers to meet regulations and keep data, apps, and identities secure. Anything as a Service, or XaaS, refers to a sourcing approach to the full range of IT services delivered on the cloud base that provide scalability and an efficient approach to deliver digital government services.

Governments are already using big data analytics in a range of public services, such as in emergency response, anti-money laundering, and resource allocation and management in healthcare. The implementation of big data analytics, whether based on the private cloud, public cloud, or public cloud on-site, requires efficient and scalable computing infrastructure management, so government agencies will continue to rely on solutions that offer advanced secure remote access and efficient, centralized management of IT equipment at multiple locations for various cloud deployments.



ATEN Solutions for Government

Security and reliability are vital in government operations, so any technology adopted must be secure and up-to-the-minute as well as scalable to suit a variety of agencies and departments. ATEN specializes in robust and reliable data center/server room management solutions, secure desktop solutions, collaborative meeting room solutions, and superior AV/IT control room infrastructure to strengthen processes in government operations and meet the needs of all government departments. These solutions can be broadly categorized as follows:

- **IT Infrastructure Management Solutions** for the uninterrupted provision of public services and utilities
- **Control Room Solutions** for information and data visualization in security and surveillance monitoring
- **Secure Desktop and Remote Access Solutions** for secure operations that help mitigate constantly evolving cyber threats
- **Briefing Room Solutions** for increasing collaboration and productivity in government organizations

Example Applications



ATEN Advantages

ATEN solutions have the following advantages:



Centralized Access

Complete centralized access to critical systems and real-time remote management of data centers/server rooms helps maintain the seamless provision of government services. ATEN offers smooth, secure, remote access to the servers, switches and power management devices in government IT infrastructure through a single portal that is accessible from anywhere in the world, at any time, allowing centralized real-time updating and maintenance, and enabling a faster response to mission-critical emergencies.



Advanced Security

Governments understand the wider concerns about information sensitivity in an ever-increasingly data-heavy world and take security extremely seriously. ATEN secure KVM desktop access to computers in government offices at multiple classification levels keeps sensitive assets isolated, while for secure remote access on a larger scale, ATEN data center KVM solutions provide enhanced security and reduce risk by utilizing the industry's highest security standards and protocols, helping to protect against cyber threats.



Superior Control

Advanced AV/IT connectivity for video walls in security and surveillance control centers to monitor public spaces, traffic, and large events is essential for better incident detection and faster responses. ATEN control room solutions provide integrated information and data visualization in resolutions up to 4K, allowing for more accurate monitoring and collaboration, and facilitating effective responses to situations that have an ever-increasing number of input sources, authentication mechanisms and applications to control.



Increased Collaboration

As government offices look to reboot the digital workplace, the creation of thriving spaces for team interactions is the key to productivity and results. ATEN's Presentation Switches provide collaborative and interactive solutions for the kinds of briefings that are widely prevalent in government offices, with collaboration functionality for remote colleagues elsewhere on the secure intranet via BYOD and interactive whiteboard functionalities. Leveraging these meeting space collaboration technologies provides better access to interdepartmental talent for intelligence sharing and decision making.



Flexible Deployment

Easily manage and control any device, information source or the whole IT infrastructure from any workstation, and take advantage of limitless flexibility and scalability while enjoying other benefits that include secure signal transmissions, low noise/heat dissipation environments and mobile access and control. Furthermore, ATEN's extensive control room solution line provides flexibility for small spaces and large, so across the board, it's easy to find the solution that's just right in terms of both operation and device management to suit a wide variety of government agencies and departments.

4K Visual Excellence

To meet the needs of smooth government operations, reliable and stable video in paramount. ATEN solutions deliver seamless high-performance video to multiple displays for operational overview and collaboration-heavy deployments, as well as to individual work canvases at desktops to support mission-critical operations. ATEN solutions also provide the highest resolutions and high-precision video quality and accuracy required by surveillance imaging applications and custom video walls for monitoring, with resolutions up to 4K @ 60Hz (4:4:4) and HDR.





01 Data Center Management

IT Infrastructure Management for Ensuring Seamless Delivery of Digital Government Services

A government department was tasked with implementing new delivery methods to improve unified services for citizens. They needed to first set up centralized access to critical systems with real-time remote management of all relevant data centers involved in digital service provision. They were looking for a remote management solution that that would not only operate effectively with their current infrastructure but also included intelligent power management and protection to ensure 24-7 operation and the seamless provision of services that was integrated across channels.

Challenges

- Required a highly secure over IP solution for management and remote control of multiple servers at different locations
- Needed to help facilitate the delivery of government services that are integrated across channels and provides a unified and smooth experience for citizens
- Flexibility to work with different platforms and interfaces
- Given the importance of data privacy, remote access to all servers in the data centers had to be completely secure

The ATEN Solution

Consolidates management of complex IT environments across the various public service departments with a high degree of platform and device integration. Centralized access to critical systems and real-time remote management, including BIOS-level access and control of any server to enable a faster response to emergencies, ensures the seamless provision of government services. The proprietary ATEN operating system offered by Console Stations in tandem with KVM over IP Switches provides the required level of remote-access security.

KN1116VA
1-Local/1-Remote Access
16-Port Cat 5 KVM over IP Switch



SN0132CO
32-Port Serial Console Server
with Dual Power/LAN



OL3000HV
Professional Online UPS



CL5800
Dual Rail LCD Console



KA8278
VGA/HDMI KVM over IP
Console Station



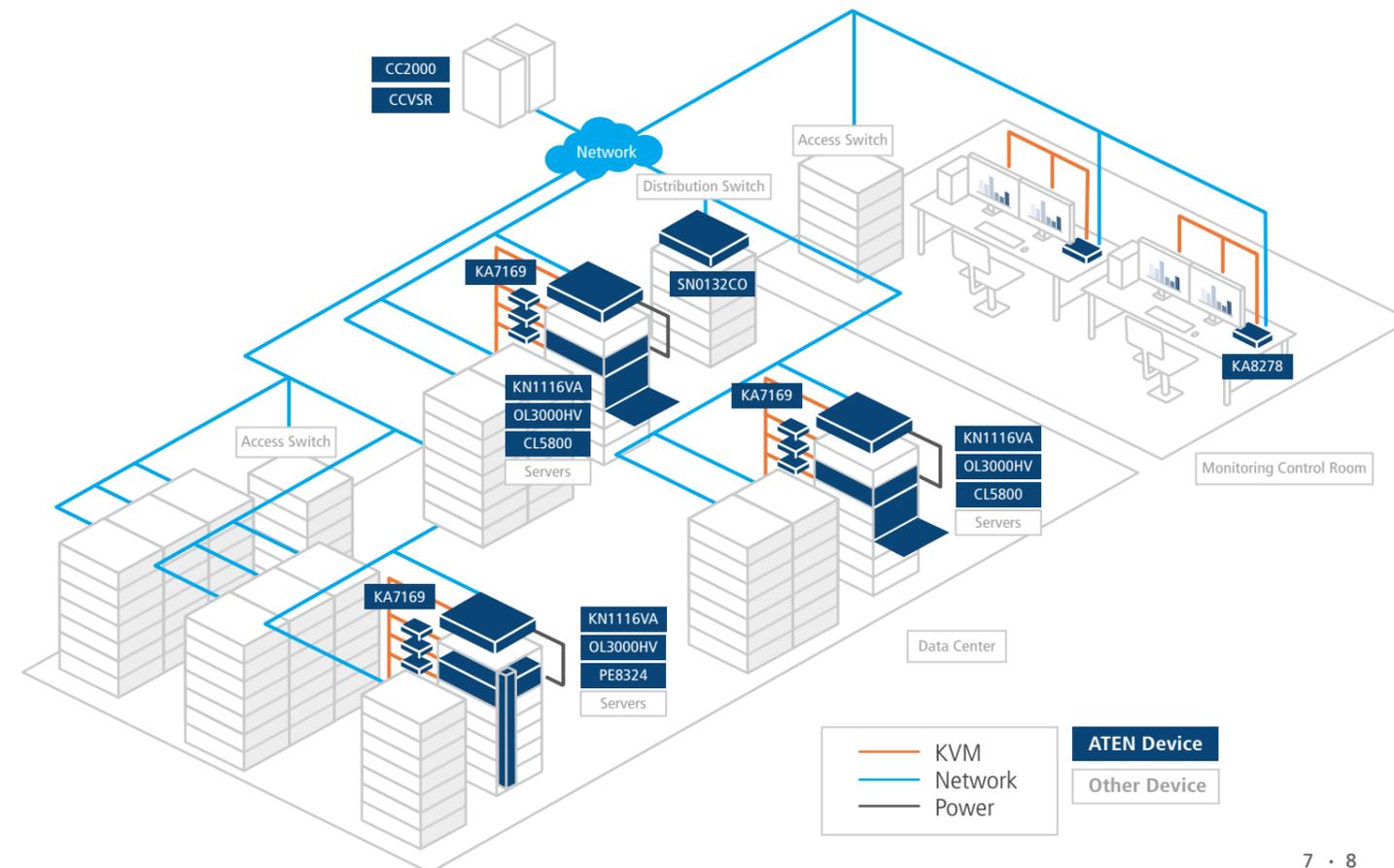
PE8324
30A/32A 24-Outlet
Outlet-Metered & Switched eco PDU



CC2000
Centralized Management Software



CCVSR
Video Session Recording Software





02 Control Room

Visualization and Information Integration as Core Revival of Government Technology Assets

A government ministry responsible for all treasury matter, including government debt, fiscal planning, and public welfare, required a server management and control room solution for its new building. The finance ministry plays an active role in the promotion and implementation of government policy, so the solution not only needed to be highly secure, but also help to revitalize core assets as part of the government's digital transformation strategy. The main server room is located on the 3rd floor, and server management and monitoring capabilities had to be split across two separate government departments in control rooms on different floors.

Challenges

- Revitalize core technology assets as part of a government imperative to enable strategic change through digital transformation
- Need to enhance information security and reduce amount of staff entering the server room
- Required video walls for information visualization to be shared across separate floors
- Must incorporate both CCTV and environment monitoring capabilities

The ATEN Solution

The ATEN over IP server management solution can be accessed and managed via CC2000 software, making it efficient for operators to control servers centrally via a single portal, while also permitting simultaneous monitoring of video output for surveillance, power, and environment monitoring via video walls located in control rooms on both floors. It provides flexibility and installation simplicity along with strengthened data security while critical information visualization and communication capabilities increase work efficiency and productivity. For extra security, user sessions are recorded.

KE6900

USB DVI-I Single Display
KVM Over IP Extender



KN8164V

1-Local/8-Remote Access 64-Port
Multi-Interface Cat 5 KVM over IP Switch



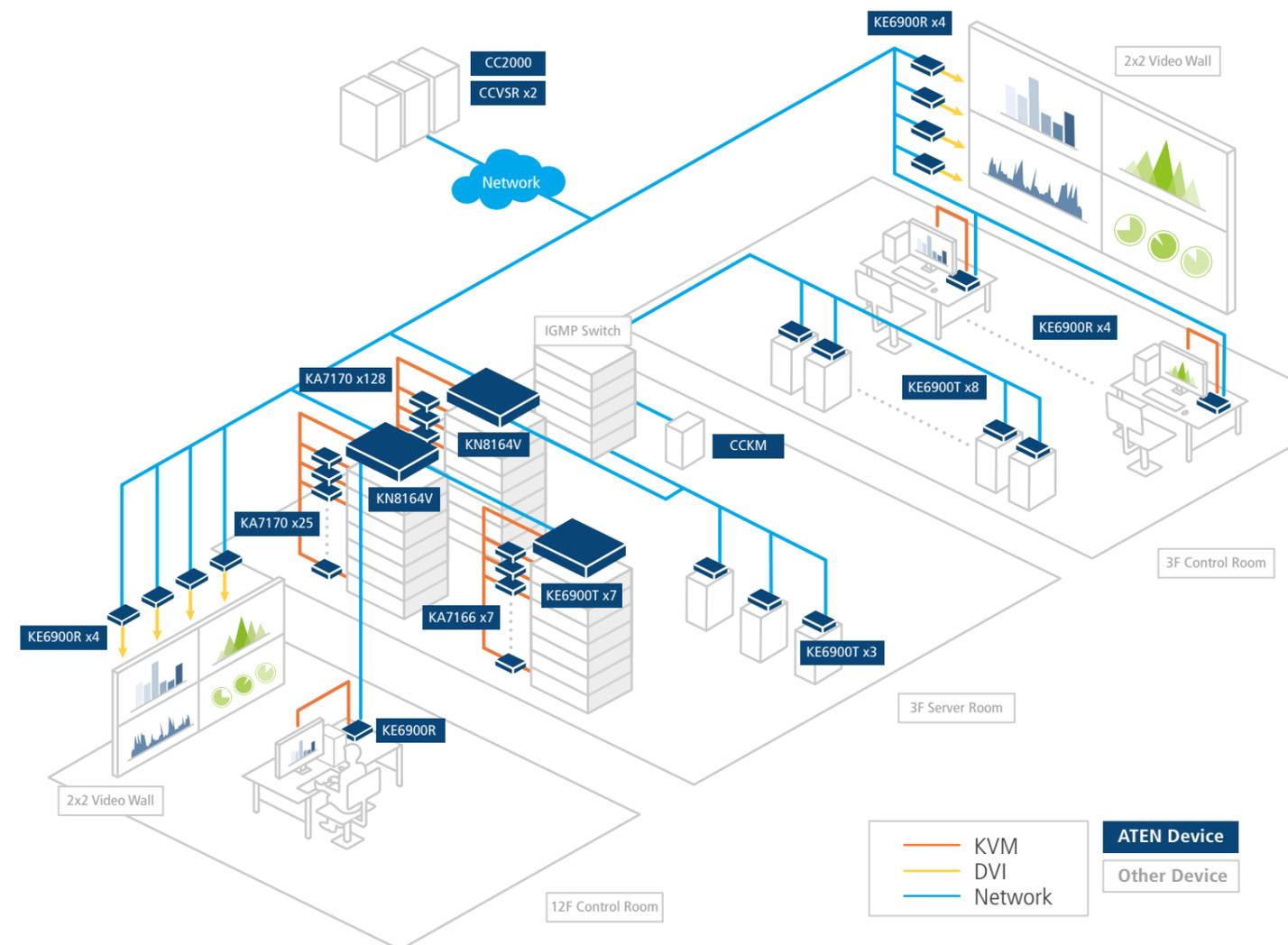
CC2000

Centralized Management Software



CCVSR

Video Session Recording Software





03
Secure Desktop

Multi-Layered Cybersecurity Protection at the Desktop for Government Agencies

A large state-owned office building that houses various government branches was looking to shield their attack surface from threat actors and establish robust cybersecurity measures by consolidating multiple workstations of various security classification levels with a mix of single- and dual-monitor setups. While the desktop functionalities required were similar to a regular desktop KVM switch, the new solution needed to help guard against potential cyber attacks on the national infrastructure, such as power grids, by being completely unexploitable. It was therefore imperative that the solution provided true network separation between classified and non-classified data channels and complied with the latest international protection protocols.

Challenges

- Minimize security threats by ensuring data integrity between user desktops accessing secure and unsecure networks
- Required channel isolation so that data cannot be transferred between computers
- Provide hardware and software-based security features
- Compliant with PP3.0 (Protection Profile for Peripheral Sharing Switch) security requirements

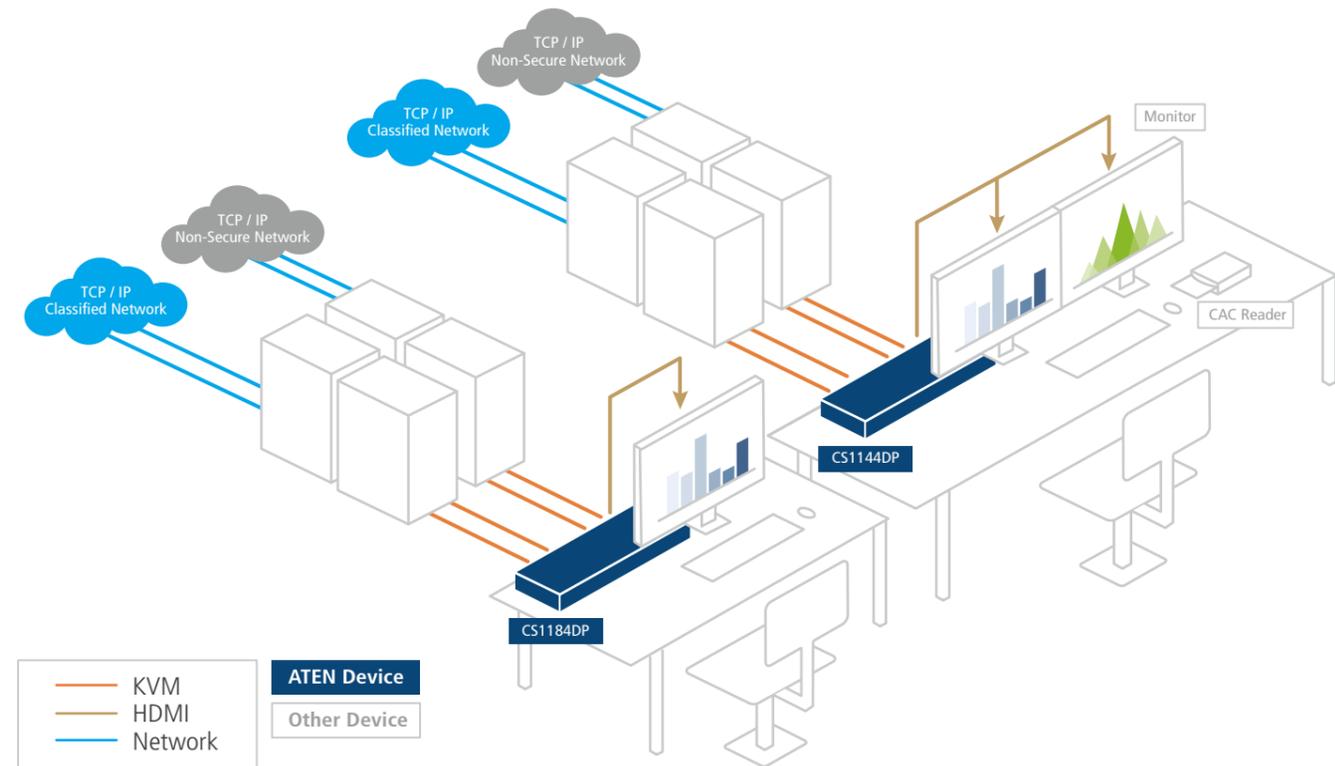
The ATEN Solution

Allows the government office to enforce stringent, multi-level security at the desktop by keeping sensitive assets isolated on separate networks while providing advanced user data protection and flexible security management features. With tamper-evident tape, chassis intrusion detection, and tamper-proof hardware coupled with layers of software security, the ATEN solution mitigates the vulnerabilities of a variety of cyber attacks on government IT infrastructure. ATEN PSS PP v.3.0 Secure KVM Switches provide military-class security with multi-layered protection on both the physical and digital levels to combat data leakage across internal ports as well as to external networks.

CS1184DP
4-Port USB DisplayPort Secure KVM Switch



CS1144DP
4-Port USB DisplayPort Dual Display Secure KVM Switch





04 Remote Control and Monitoring

RCM and Real-Time Maintenance for Industrial Processes at Municipal Utilities

A government sanitation department in charge of a region's sewage systems with more than 40 municipal waste incineration facilities was looking for a remote control and monitoring solution for industrial server installations at multiple sites. The solution needed to connect to each site remotely from their centralized HQ control room to perform equipment configuration, monitoring, and real-time maintenance to ensure essential waste management processes kept running. The instability of their existing software-based system meant that they were considering a hardware-based solution so that emergencies could be dealt with much more efficiently.

Challenges

- External administrators need to connect remotely to each facility to monitor conditions and alarms and to maintain equipment
- Must integrate with existing server-based SCADA systems and meet environmental and manpower concerns
- Ensure the safety of on-site workers and reduce the number of accidents that had previously occurred due a lack of real-time on-the-ground information

The ATEN Solution

The ATEN RCM solution helps the government sanitation department to improve efficiency, centralize management, and maintain safe operations for automated waste management processes by providing remote access to manage servers in real-time from the HQ control room. The implementation of the one RCM + one console-based hardware infrastructure is simple, reliable, and flexible for future expansion, while the ARM-based solution also provides a high level of security. The safety of on-site workers is ensured by the Access Control Box which allows instant local over remote prioritization control.

RCMDVI101

1-Local/Remote Share Access Single Port DVI KVM over IP Switch



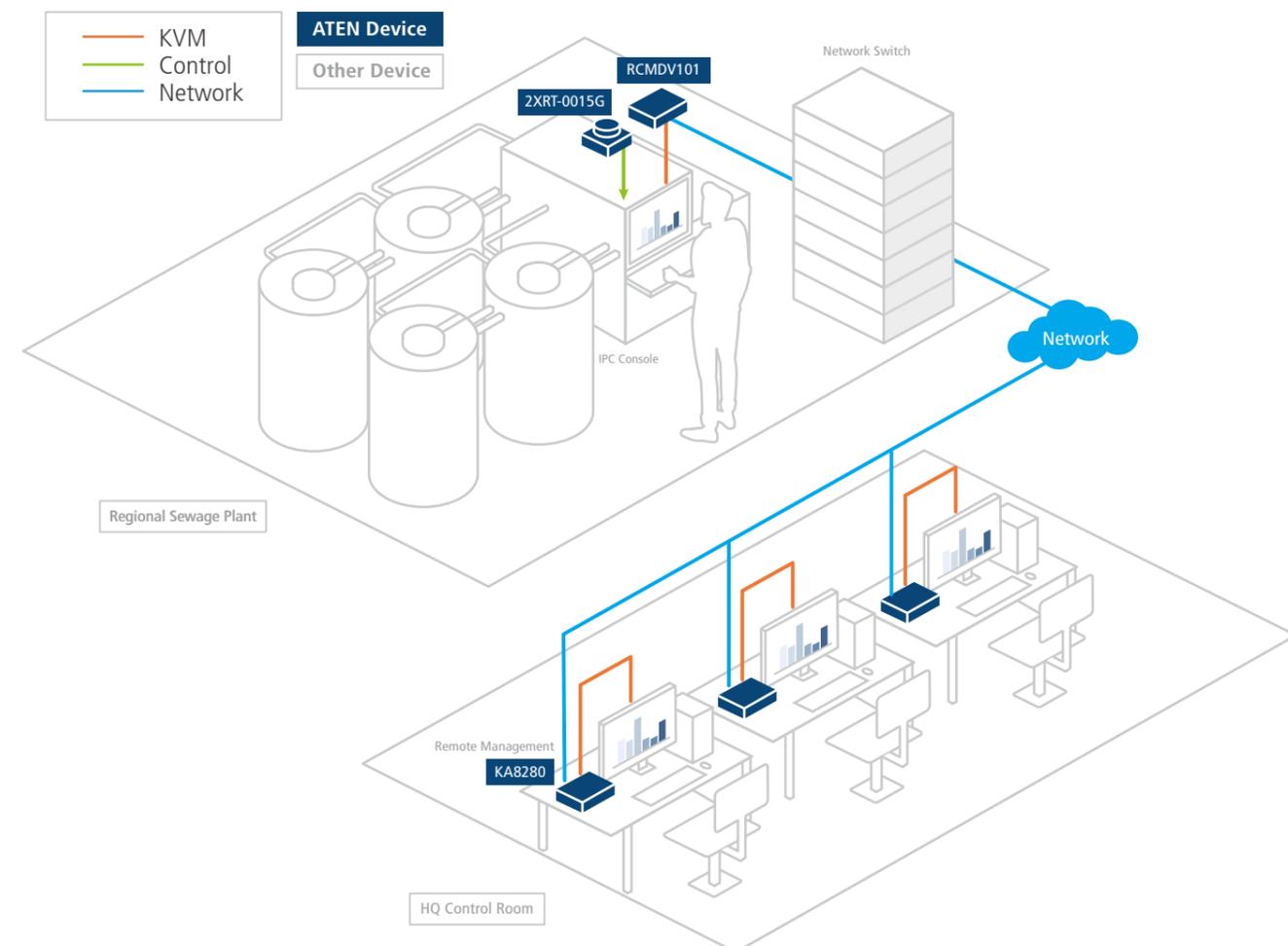
2XRT-0015G

KVM over IP Access Control Box



KA8280

HDMI KVM over IP Console Station





05
Briefing Room

Streamlined Collaboration for Critical Communications in Government Meeting Spaces

In order to optimize productivity and communication by more effectively managing team interactions, a government department was looking for a presentation solution for executive-level briefing rooms that would enable a higher level of collaboration and discussion among agency directors and administrators. Multiple participants needed to display content at the same time and share material instantly, while also taking notes and making annotations on the same secure files for efficient casework processing. Other agents also needed to be able to stream into the briefings from their own devices from remote locations elsewhere on the secure government network.

Challenges

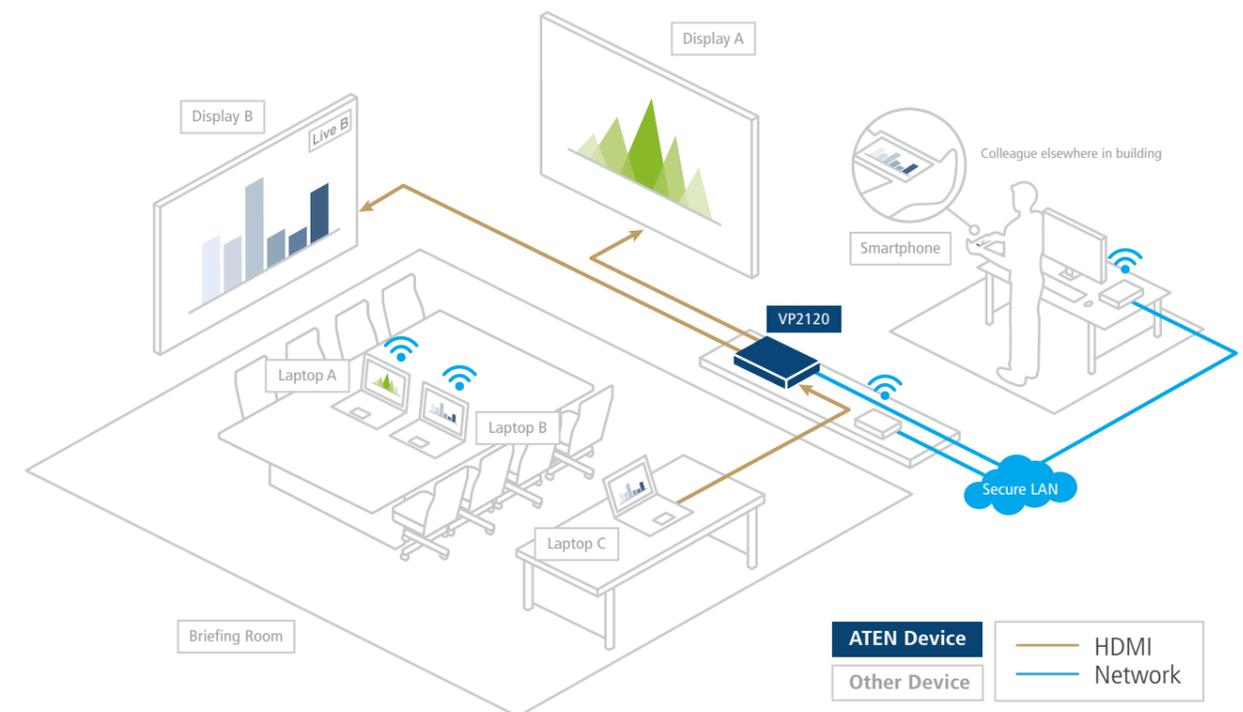
- Facilitate discussions that require multiple team members to display content at the same time
- Provide a productive, interactive briefing room environment that has built-in remote capabilities
- Enable colleagues to join briefings and share content from elsewhere in the government building
- Share content simultaneously and securely using their own devices for efficient on-demand BYOD collaboration

The ATEN Solution

Offers a streamlined, collaborative environment with reliable connections for presentations at up to 4K HDR for critical communication briefings. With efficient BYOD meetings on demand and simultaneous bi-directional multistreaming that allows remote colleague to stream-in casework content from their own laptop or mobile device over a secure connection on the same LAN, the ATEN solution leverages the latest collaboration technology in order to reboot the government's digital workplace for improved productivity at the both the individual and team levels.

VP2120

Seamless Presentation Switch with Quad View Multistreaming





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About ATEN

ATEN International Co., Ltd., established in 1979, is the leading provider of AV/IT connectivity and management solutions. Offering integrated KVM, professional AV, and intelligent power solutions, ATEN products connect, manage, and optimize AV/IT equipment in corporate, government, education, broadcasting and media, and transportation environments. ATEN has 630+ issued international patents and a global R&D team that produces a constant stream of innovative solutions, resulting in a comprehensive portfolio of products available worldwide.