

# Large healthcare organization saves time and money by managing data centers and IDF closets with Sunbird DCIM

## The Situation

A large healthcare organization, managing over 5,000 cabinets and 300 IDF sites, faced challenges in managing their large estate of technology assets distributed across many spaces.

“One of the largest challenges was just knowing what’s there. These buildings have various lives of anywhere between brand new to 100+ years old. We just had no idea what was out there. People would just go in and change things and never tell anybody,” said the customer.

“In the past, they were managed with disparate tools and you’d have to log into the individual devices just to see what was going on, or even just having frankly no idea, which leads to outages very quickly when you don’t have eyes on things.”

Recognizing the need for better information and better monitoring, the organization conducted extensive DCIM vendor research and selected Sunbird.

## The Solution

The customer’s DCIM journey began with a proof of value for their main data center with Sunbird.

“We started getting the data in, and it started showing results pretty quickly,” the customer said.

*(continued)*



**“The benefit of Sunbird is having a nexus of information all tied into a single interface.”**

### Customer

A large healthcare organization managing over 5,000 cabinets and 300 IDF sites.

### Situation

The organization faced challenges in managing their large estate of technology assets distributed across many spaces with disparate tools.

### Solution

Sunbird DCIM provides the customer with centralized asset management, health monitoring, and capacity planning for their data centers and IDF closets.

### Results

With Sunbird, the customer achieved cost savings, increased operational efficiency, reduced risk of outages, and more efficient and reliable power distribution.

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After proving the value of the tool for the main data center, the customer proposed the Sunbird solution for managing IDF closets to senior leadership and received approval to move forward.

Next, they had to obtain buy-in from other functional teams such as the network, engineering support, and facilities teams.

“We said, ‘Here’s the value. You can see everything visually. You have everything documented. You can get live data off of our system. It was a pretty easy sell. They hadn’t seen anything like it and saw the value immediately.’”

By consolidating all technology asset and supporting infrastructure information—including physical, virtual, cooling, power, cabling, and rack layouts—into a single, modern interface, Sunbird DCIM became their “nexus of information.”

“If I need to find any sort of random asset, I can go into dcTrack, punch in the name, and I can find out wherever it is and have all the information at my fingertips.”

One standout feature for the customer is the hierarchical floor map.

“I can draw a blast radius of what’s impacted if an IDF goes offline. That’s going to be massive for us. At a service level, I can know if it impacts post anesthesia care units (PACUs), intensive care units (ICUs), emergency departments (EDs), etc.”

Finally, the customer is delighted that Sunbird is focused on customer success.

“DCIM is critical to the future and Sunbird is the leader in the industry,” said the customer. “They listen to customers. They develop based on our needs. They listen to the voice of the customer and make right by us through global user groups and targeted workshops.”

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## The Results



### Energy Efficiency and Cost Savings

“With a CFD modeling tool and Sunbird, I was able to drop my cooling power needs by about 90% in my main site,” the customer said. “That’s astronomical. It makes it an easy sell when you can be green and save money.”



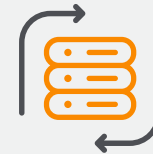
### Increased Operational Efficiency

Sunbird DCIM enables fast and easy remote data center and IDF closet management. “It makes a smaller staff more effective and more efficient,” said the customer. It makes us feel like an actual enterprise setup versus back when it was just all ad hoc.”



### Reduced Risk of Outages

Sunbird’s power and environmental threshold alerts warn the customer before potential downtime events occur. “You can catch an incident before it becomes a disaster,” the customer said. “You can actually pinpoint an issue fairly quickly.”



### More Efficient and Reliable Power Distribution

“Because we have a deeper monitoring of the physical environment, we can find opportunities to make sure that electrical loads are balanced,” the customer said, highlighting an example where DCIM data from intelligent rack PDUs helped identify a three-phase imbalance.

Call 732.993.4476 or visit [SunbirdDCIM.com](https://SunbirdDCIM.com)

Sunbird Software is changing the way data centers are being managed. With a focus on real user scenarios for real customer problems, we help data center operators manage tasks and processes faster and more efficient than ever before, while saving costs and improving availability. We strive to eliminate the complexity they have been forced to accept from point tools and home grown applications, removing the dependency on emails and spreadsheets to transform the delivery of data center services. Sunbird delivers on this commitment with unexpected simplicity through products that are easy to find, buy, deploy, use, and maintain. Our solutions are rooted in our deep connections with our customers who share best practices and participate in our user groups and product development process.

Based in Piscataway, NJ, Sunbird serves over 2,000 DCIM customers worldwide. For more information, please visit [SunbirdDCIM.com](https://SunbirdDCIM.com).

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