

# Large software company works smarter with Sunbird DCIM to remotely monitor and manage all their technical spaces

## The Situation

A large software company, with an estate of technology assets distributed across 60+ global sites including owner-operated data centers, MDFs, IDFs, and colocation facilities, needed a way to remotely monitor and manage all their technical spaces.

Their lean but knowledgeable data center operations team wanted to maintain uptime, efficiency, and productivity.

## The Solution

The company was among the first adopters of Sunbird's Power IQ, becoming a customer in 2009.

According to the customer, "For all the remote sites where I don't have IT people, Power IQ gives us the ability to smartly reboot and look after power draw, heat, and humidity globally. It allows us to look after everything without having a ton of headcount."

"I like the ease and simplicity of Power IQ," said the customer. "I've always thought that it's a very easy and simple tool. It's never gotten overly complex. That's what I appreciate the most."

The company is actively implementing dcTrack to enhance its technology asset management. Integration with other tools is a key part of their plan.

*(continued)*



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### Customer

A large software company with a large estate of technology assets distributed across 60+ global sites.

### Situation

With a lean but knowledgeable data center operations team, the company needed a way to remotely monitor and manage their technical spaces to maintain uptime, efficiency, and productivity.

### Solution

Sunbird DCIM provides the customer an intuitive tool to centralize asset management and power and environment monitoring.

### Results

With Sunbird, the customer is achieving increased operational efficiency, improved work-life balance, proactive monitoring and alerting, and increased operational scalability.

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While dcTrack will serve as the primary tool for the data center operations team, its data will be curated and synced into ServiceNow, which is used organization-wide.

This capability empowers other teams, such as the network team, to access critical details about assets such as their exact cabinet and U position and enter their own data.

The customer values Sunbird's unwavering focus on customer success.

"Sunbird cares about the customer from the customer standpoint," said the customer. "They are more than happy to figure out how to accommodate what we need to do."

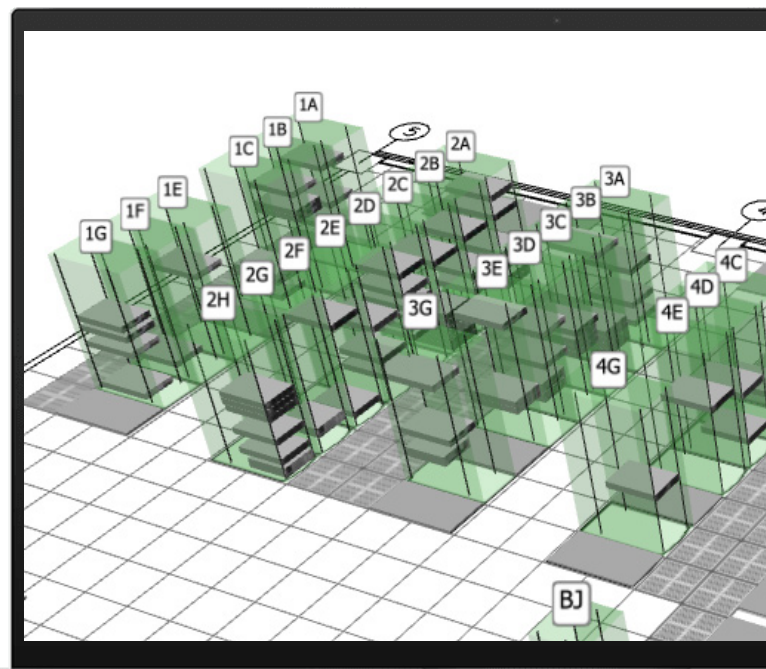
The user groups hosted by Sunbird have also been a key source of inspiration for the customer.

"I always find a huge value sitting in the customer user groups," said the customer, highlighting the importance of hearing how others in the industry leverage Sunbird DCIM and Sunbird's ability to identify and communicate emerging industry trends.

"When Sunbird sees an industry trend and says, 'We're seeing a lot of people start to do it this way,' I like to know about it," said the customer.

"It can drive us and we can get to it now instead of in three years when the industry comes around. Sunbird sees it now because they're a player and getting those things propagated out to other people. When they bring it to our attention, we can get ahead of the game. I find that a huge value. When Sunbird brings it to us, that's what makes us go, 'We need to look at this now.' That's a big deal."

***"If I didn't have these tools, I'd need another four to five people at \$120,000 a year. That's about \$500,000 a year we're saving by not having to have people to do all these things that are low overhead but high importance globally."***



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## The Results



### Increased Operational Efficiency

By enabling smarter monitoring and management, Sunbird DCIM saves the company significant costs. The customer estimated, "If I didn't have these tools, I'd need four to five people at \$120,000 a year. That's about \$500,000 a year we're saving."



### Improved Work-Life Balance

The customer relies on Sunbird DCIM to manage operations remotely, reducing stress and allowing for better work-life balance. "It gave us the ability that another team member can go on vacation, and I can manage things from here without bugging him," said the customer.



### Proactive Monitoring and Alerting

"If something fails, we know quicker than the facilities team," said the customer. "We also know if a site is approaching 80% of its power capacity so we can either build or scale back and figure out how to decommission."



### Increased Operational Scalability

Sunbird DCIM allows the customer's team to support their growing infrastructure with minimal additional personnel. "Whether you're scaling up because of capacity, you're still doing it with less people. The tools are very smart," said the customer.

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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