

# Delta Dental achieves a digital twin and single source of truth for their data center infrastructure with Sunbird DCIM



## The Situation

Delta Dental is a leading dental insurance provider with two data centers and several remote edge sites supporting their digital operations.

Prior to implementing Sunbird DCIM, Delta Dental faced challenges managing their data center infrastructure due to a lack of easily accessible information.

## The Solution

Sunbird DCIM is Delta Dental's tool for central monitoring and management of their data center and edge site infrastructure.

"Sunbird is our primary source of truth for assets' physical location," said Jim Whittum, Data Center Engineer.

Sunbird's 3D visualization capabilities streamlined capacity planning by enabling the team to easily visualize cabinets assess available capacity at a glance.

"We use the 3D a lot to know where we can deploy equipment. We just pull the cabinet up and look at it," said Whittum.

Additionally, the ability to color-code cabinets by their attributes has simplified operations for Delta Dental, with Whittum explaining, "I have equipment color-coded by colocation customers and other groups so when we go out there, we already know where all of those are and we can exclude those from any of our searches."

The ability to identify devices that are scheduled for decommissioning has also improved planning.

*(continued)*

***"Sunbird is our primary source of truth for assets' physical location."***

Jim Whittum | Data Center Engineer  
Delta Dental

### Customer

Delta Dental is a leading dental insurance provider with two data centers and several remote edge sites.

### Situation

Delta Dental faced challenges managing their data center infrastructure due to a lack of easily accessible information.

### Solution

Sunbird DCIM provides Delta Dental a tool to centrally monitor and manage their data center and edge site infrastructure.

### Results

With Sunbird, Delta Dental achieved data-driven collaboration across teams, energy efficiency and cost savings, 300% faster asset audits, and enhanced capacity planning.

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“When we do a visualization, I can change the color of those devices,” said Whittum. “That helps us to know if a cabinet is full now, but in three months, it won’t be, so that capacity will be available for us. It allows us to plan much farther ahead than we’ve ever been able to.”

Another key feature is Sunbird’s remote power management.

“Right now, someone has to go in and unplug things. When something hangs up, we don’t have the ability to reboot it. Having the ability to cycle power is very helpful,” said Whittum.

Sunbird also enhanced Delta Dental’s reporting capabilities with automatically scheduled power and cooling reports.

“Once a month, we have a report that goes out to all of our customers with what their power usage is,” said Whittum.

Sunbird’s stellar customer service also stands out as top benefit.

“Every time, I’ve gotten an answer from Sunbird very quickly,” said Whittum. “There are times where Sunbird had to go research something or bring an engineer in. It literally felt like we were the only customer. Like we mattered.”

Finally, Delta Dental appreciates Sunbird’s user groups and focus on customer success.

“Sunbird’s user groups are something that I haven’t seen anybody else do in any of the different spaces that I work in,” said Whittum. “Instead of saying, ‘Here’s our product. This is what we can do because we’re smarter than you,’ they bring customers in and say, ‘This is what we have. How can we make this better for you?’ The product is always progressing based on user need. It’s not so much on industry trends. It’s about what the customer actually needs.”

Looking back on Delta Dental’s deployment of Sunbird DCIM, Whittum said, “My team for a while was resistant on using it because it’s new and it challenges the way they think. Now, everybody is like, ‘This is amazing.’”



**“I just did a full audit of the 18 racks in our Atlanta data center by myself. It would have probably taken me a day and a half to do it manually and make the changes. I did it in 3 hours, a quarter of the time.”**

Jim Whittum | Data Center Engineer  
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## The Results



### Data-Driven Collaboration Across Teams

“Other teams know what Sunbird DCIM is capable of and the fact that we can give them reports and capacity very quickly because we have the digital twin of our data center,” said Whittum. “We’ve come to rely on that and so have they.”



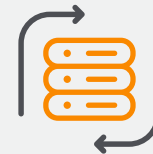
### Energy Efficiency and Cost Savings

“We have saved money on cooling because we monitor multiple points within the data center. We can change the cooling, the floor tiles, and so on to move cooling resources toward the hottest cabinets,” said Whittum.



### 300% Faster Asset Audits

With Sunbird, Delta Dental can perform fast and accurate asset audits with a barcode scanner. “It probably would have taken me a day and a half to do it manually and make the changes. I did it in 3 hours, a quarter of the time.”



### Enhanced Capacity Planning

“When we’re in a meeting, I can pull up dcTrack and say, ‘This is what we have in that cabinet,’ and it saves us time,” said Whittum. “It also saves a lot of time in capacity planning because you don’t have to go out, look at a bunch of cabinets, and figure out where we could put equipment.”

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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