

Large pharmaceutical company significantly increases staff efficiency with Sunbird DCIM visualization

The Situation

A large pharmaceutical company, managing 2,500 cabinets across 70 sites, faced challenges in managing their data center infrastructure due to a lack of a single source of truth.

The Solution

The organization implemented Sunbird DCIM to simplify data center management.

One of its most impactful features is integration with ServiceNow.

“The data centers are heavily managed within the tool. Not only are we using it to do simple asset management and assist us within incident management and location of devices as well as tracking connections,” said the customer.

“We’re also using it for our workflow processes. As people request items to be brought into the sites, moved around, or decommissioned and disposed of, we are processing all of that through our work order process which also integrates with our ServiceNow implementation. Asset management is passed back forth between the two systems.”

This has helped improve productivity by “keeping teams on task with requests that are in work orders that are open.”

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Situation	The organization faced challenges in managing their data center infrastructure due to a lack of a single source of truth.
Solution	The organization implemented Sunbird DCIM to simplify data center management.
Results	With Sunbird, the customer achieved significant time savings, a better understanding of their IT environment, more complete asset information, and more informed capacity planning.

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The 3D digital twin visualization capability captivates stakeholders and provides unprecedented clarity into site operations.

“The visualization has always been a head turner at most of the meetings for people that have not seen it before,” said the customer. “People really do love being able to see a conceptualized vision of their data center or their local computer room. There’s a lot of people that don’t get to go to those sites.”

Connectivity mapping adds further value by enabling better planning and understanding of relationships between assets.

“For some of the teams, the mapping of connectivity is something that is a nice feature,” said the customer. “It allows them to understand how certain things are connected so they can make better plans in the future.”

Additionally, the ability to perform what-if scenarios and impact analysis for planned projects supports forward-looking initiatives.

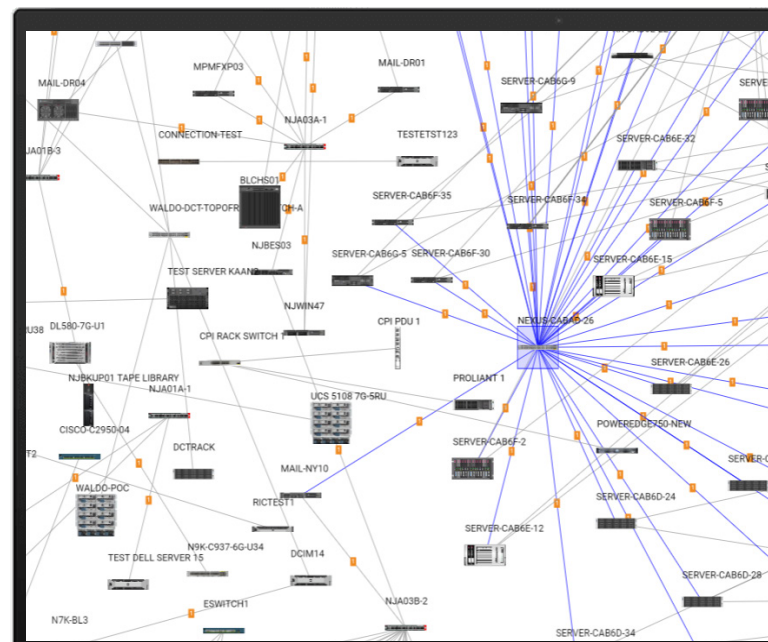
“Another big benefit is being able to test-build something in the tool to understand its impact on a site or room so that way we can gauge growth implementation and what the future would look like,” said the customer. “We recently did this with a test AI implementation.”

The organization has plans to use Sunbird DCIM expand technology asset management to spaces outside the data center like IDF closets.

“Rooms are currently being handled through multiple teams. We’re trying to create a singular support structure, bringing communication service closets and IDF rooms under one umbrella and utilizing dcTrack to help manage, monitor, and track everything that’s going through these rooms,” said the customer.

“Once we got the first couple of sites in dcTrack, it suddenly became kind of a wildfire idea that people were really looking forward to getting their rooms into the tool and be able to monitor and manage them better.”

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The Results



Significant Time Savings

“The greatest benefit of the Sunbird solution is visibility when dealing with project analysis and project planning” said the customer. “Instead of going hours to days trying to work out a project plan, we can do it in minutes.”



Better Understanding of IT Environment

“The software greatly improves our understanding and scope of our data center and local computer room environment. It helps to have a solid picture of your rooms and what’s going on in the site. It improves our ability to plan, understand, and take steps forward.”



More Complete Asset Information

“Understanding what the asset inventory looks like as far as how many assets sites have and how old the assets are allows us to make decisions for the future,” the customer said.



More Informed Capacity Planning

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Call 732.993.4476 or visit 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.

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