

Five9 achieves a single pane of glass for greater operational efficiency and cost savings with Sunbird DCIM



The Situation

Five9 is a leading provider of cloud contact center software.

To support their customers with products that enable omnichannel communication, workforce optimization, and AI-driven customer engagement, they must manage data center infrastructure in many colocation facilities around the world.

When managing their data centers became too manual and time-consuming with a lack of easily accessible information, they deployed Sunbird DCIM to centrally monitor and manage all their sites in a single pane of glass.

The Solution

Five9's first impression as a Sunbird customer was of the exceptional support provided by the post-sales team.

"We went through a big migration when we moved from our old system to Sunbird," said Christopher Christen, Data Center Operations Manager, Five9. "Our experience with the support team was great. It helped us a lot because we had about 12,000 assets at the time, so importing them was a pretty daunting task. Post-sales support was a huge help to get us on our feet and get things started."

One of the most impactful capabilities for Five9 is the 3D digital twin visualization.

"The visualization is probably the most beneficial aspect, just for the fact of knowing where hardware is in locations," said Christen. "I don't have to be at the data center because it's as if I'm in the data center. Especially during any meetings, I can show people exactly where their hardware is and how it's connected." *(continued)*

"We found over \$160,000 in support contracts that were still on equipment that didn't exist anymore."

Christopher Christen | Data Center Operations Manager
Five9

Customer

Five9 is a leading provider of cloud contact center software with data center infrastructure in many colocation facilities around the world.

Situation

For Five9, managing their global data center infrastructure became too manual and time-consuming, and they lacked easily accessible information.

Solution

Five9 deployed Sunbird DCIM to centrally monitor and manage all their sites in a single pane of glass.

Results

With Sunbird, Five9 achieved 36% savings on maintenance contracts, 50% savings on remote hands, 50% time savings creating management reports, and increased operational efficiency.

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Five9 is now able to accurately track and manage all their parts and spares.

“The parts inventory has been huge for us,” said Christen. “Sunbird is one of the very few software providers that can do parts inventory. When I have a small team managing multiple locations around the world, keeping track of parts has always been a challenge. Sunbird definitely helps with that.”

By enabling automation through integration, Five9 has reduced manual effort significantly.

“Sunbird integrates with our automated deployment system, Ansible. Integration with our current automation has been working wonders for us,” said Christen.

Digital twin visualization and automatically rendered rack elevation diagrams simplifies instructions to remote hands and communication with management.

“I can take a screenshot of what’s in the rack for remote hands and say, ‘Okay, work on this, this, and this,’ and Sunbird shows the exact RUs,” Christen explained. “Or if I’m in upper executive meetings with VPs and above, I can show our various locations.”

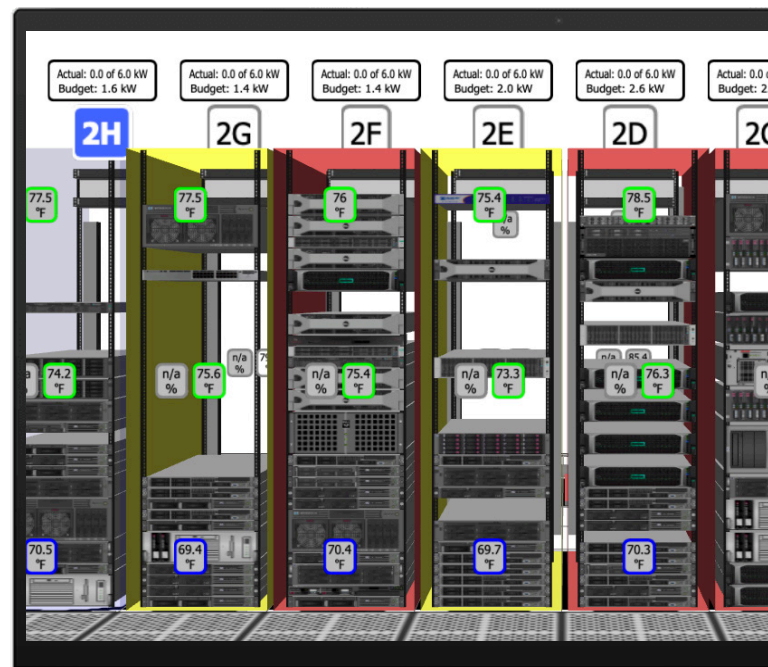
Sunbird even made reporting for auditing a straightforward process.

“Outside auditors wanted to see how we manage our systems and they were impressed. They said, ‘Wow, you actually know where your stuff is, how it’s located, and where it’s connected.’”

Leveraging Sunbird DCIM, Five9 has simplified their data center operations in numerous other ways. According to Christen, the team also values Sunbird’s ease of use, full asset lifecycle management from purchasing to decommission, and the ability to collect and display live power and environmental data.

“Remote hands tickets cost anywhere between \$80 to \$350 an hour, and we have saved around 50% on remote hands tickets.”

Christopher Christen
Data Center Operations Manager
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The Results



36% Savings on Maintenance Contracts

With more complete asset information, Five9 discovered that they were paying for maintenance on decommissioned equipment. "We found over \$160,000 in support contracts that were still on equipment that didn't exist anymore. That was a pretty big win for us. That was a 36% savings for one brand," said Christen.



50% Savings on Remote Hands

With a digital twin of all their sites that makes it easier to remotely visualize and manage their data centers, Five9 is able to be less reliant on remote hands which saves them money and allows them to get work done faster. According to Christen, "Remote hands tickets cost anywhere between \$80 to \$350 an hour, and we have saved around 50% on them."



50% Time Savings on Management Reports

"Sunbird reduces my effort to do management reporting by 50%. When I go into meetings now, there's a lot less for me to prepare because I know I can always pull up Sunbird," said Christen, highlighting that he can now easily answer questions about what's happening in any site such as power utilization or cooling.



Increased Operational Efficiency

Sunbird's bulk editing capability makes Five9 more efficient at planning and deploying assets. "Where we came from, we had to manually update one line at a time per asset," said Christen. "With Sunbird, I can update thousands of assets within a couple of minutes. It's been a night and day difference for us."

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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