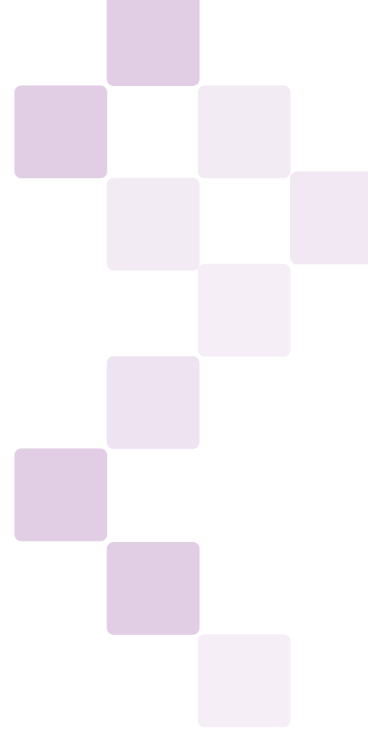


EBOOK

From Spreadsheets to DCIM: 3 Real Customer Success Stories



Sunbird[®]
DCIM that's easy, fast, and complete.

Introduction

Managing a data center is not easy.

Today's data center professionals must maintain uptime, improve sustainability, increase the efficiency of capacity utilization, and boost the productivity of people in more complex and more distributed environments than ever before.

Shockingly, Excel spreadsheets are still commonly used, even by some of the most modern organizations. Data center professionals tell us that manually managing multiple spreadsheets is painful because it is time-consuming, difficult to maintain, and prone to inaccurate data due to human error.

However, the emergence of second-generation Data Center Infrastructure Management (DCIM) software has changed everything. Purpose-built to resolve the most common pain points of today's data center managers, DCIM software is proven to dramatically simplify data center management.

We see more data center professionals switching from Excel to DCIM software every day, and they are realizing monumental ROI.

Rave reviews are common, such as:

"Moving away from manual data entry and management via multiple spreadsheets is a thing of the past we'd never go back to."

Greg Rybak, Wiley

WILEY

In this eBook, we will highlight three real-world enterprise customer stories of how data center managers are realizing enormous benefits and dramatic ROI with DCIM software after having lived through the pain of managing their data centers with spreadsheets.

From Spreadsheets to DCIM: 3 Real Customer Success Stories

Merck moved off spreadsheets to manage their parts and spares.

#1

Merck is a multinational pharmaceutical company ranked 71st on the 2022 Fortune 500 list.

Like many organizations, Merck used to use Excel spreadsheets to track their data center assets and parts inventory. According to Jeff Carlton, CTC Data Center Engineer/DCIM Global Data Center Engineering, Merck, this is “the old way of tracking our inventory at several different sites all managed by different people and different teams.”

“We typically had two sections of our spreadsheets: the assets section and the parts section,” said Carlton. “When we brought on DCIM, the assets section got taken care of with dcTrack, but the parts were still a problem and remained within the spreadsheets. This comprised of our memory, hard drives, power supplies, SFPs, and PCI cards.”

When their DCIM vendor introduced a Parts Management feature, Merck was an early adopter, eager to resolve their pain points of manually managing multiple spreadsheets. They began by building their own parts library with customizable parts templates based on the data they already had on their spreadsheets. They also used custom fields to track any attribute about their parts that they wanted. By configuring thresholds on parts counts and enabling alerts so they are notified when thresholds are violated, Merck knows exactly when they are running low on a certain part and need to resupply.



“We were able to take our list off our spreadsheets and generate the standardized library of all our different parts models,” said Carlton. **“Taking that data and applying it to the actual list, we’re generating a large inventory of over 500 parts now between two data centers.”**

Finally, Merck can search, sort, and export an audit log of all their parts transactions to know everything that’s happening with their parts. “Looking at the transaction for a part, we’re able to keep up with who is consuming them for a project. It allows us to keep track of what’s going on and align part usage better than what we had seen using a spreadsheet,” said Carlton.

[Watch Merck explain how they manage their parts inventory.](#)

Vodafone dramatically increased their data center sustainability.

Vodafone is a telecommunications company that's trusted by more than 300 million mobile customers, 28 million fixed network customers, 22 million television customers, and 6 million business customers around the world.

Vodafone has sustainability goals to reduce the carbon footprint of their data centers. They needed powerful and reliable DCIM software that would enable them to increase their energy efficiency and maximize the utilization of their existing facilities to defer building new ones.

“Sunbird provides the ability to measure, monitor, and document what is actually happening in our data centers. Then, we can implement things to keep the costs down,” said Andrew Marsh, Senior Manager for Infrastructure and Data Centers, Vodafone United Kingdom. “We can actually measure the individual temperatures in a cold aisle so we can see the Delta T. That allows us to raise the temperatures in the cold aisle which saves us a large amount of money.”



Second-generation DCIM also allows Vodafone to plan and manage their power, space, and cooling capacity more efficiently. By instantly finding available capacity, they can make smarter and faster deployment and management decisions.

“Because we’re getting real power readings, we don’t have to go off of the device nameplate ratings,” said Marsh. “We’re getting better densification in our data centers which prevents us from having to build more facilities. In one room, we were able to do a 4-1 server consolidation exercise so we’re saving 75% power. It’s only by measuring things using Sunbird that we’re able to do that.”

Vodafone has a small data center team, but with their DCIM software they are able to keep up with demand, deploying 200-300 servers every couple of months.

“The solution is very intuitive, and support is always there when we need it,” said Marsh.

[Read the complete Vodafone case study.](#)

UF Health increased their asset tracking efficiency by 50%.

#3

University of Florida Health (UF Health) is a premier health system with over 10,000 employees that serves communities in the southeast United States. It includes teaching hospitals, specialty hospitals, outpatient rehabilitation centers, home health agencies, and emergency rooms.

Before deploying DCIM software, UF Health used Excel spreadsheets and Visio diagrams to track their data center assets. When they became responsible for three more data centers, they realized that they would need a new tool to help answer what equipment was in each data center, exactly where each device was located, and what was connected to what.



“Before we deployed dcTrack, it would mean a trip out onto the data center floor to confirm or deny that a server is in a certain location,” said Joe Keena, Manager Data Center Operations, UF Health. “Now, we can just pull up the asset information on the dcTrack screen and see that server X is located in this rack, in this U, or see that it is no longer a physical server but is now a virtual server. Accurate asset records have given us a 50% gain in efficiency in terms of locating an asset’s physical location within the data centers.”

Other results UF Health have achieved with DCIM software include measuring Power Usage Effectiveness (PUE), troubleshooting and preventing problems more easily, performing moves, adds, and changes more efficiently, and projecting when they will run out of capacity to improve planning.

“We’ll have a much more fluid and up-to-minute picture of our capacities in terms of power, space, and cooling and be able to provide that information on a regular basis to management to say, ‘Here’s how we’re situated’ and ‘Here’s how we’ve been trending.’”

[Read the complete UF Health case study.](#)

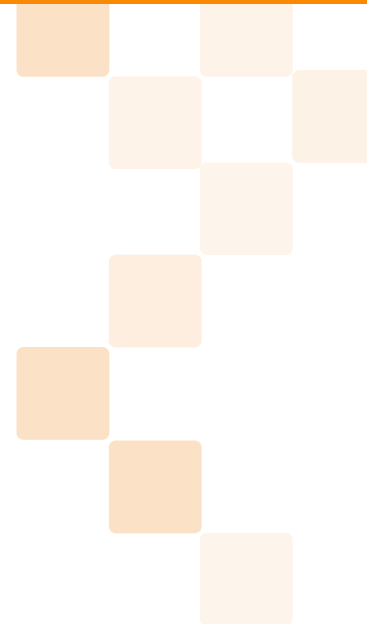
Conclusion

Some of the largest and most sophisticated organizations in the world are seeing a serious return on their investment with second-generation DCIM software. The data center managers who championed deploying DCIM software are now superheroes in their organization for improving uptime, increasing efficiency, and boosting productivity.

We hope that their stories have inspired you to consider ditching your spreadsheets for a modern DCIM tool to dramatically simplify how you manage your data center. Partner with a vendor that is focused on your success, and you will reap the same benefits.

Learn about other DCIM software success stories:

- [Metronom efficiently manages data centers around the globe](#)
- [eBay, MacStadium, and The University of Chicago drive data center automation](#)
- [Akamai and Comcast manage their edge infrastructure](#)
- [BJC Health, Comcast, and Promedica automate power capacity planning](#)
- [Argonne National Laboratory and F5 enable a single source of truth](#)
- [Delta Dental manages their data center from home](#)
- [KDDI enables complete remote monitoring of edge data centers](#)
- [Exponential-e enhances its SLAs and gains a competitive advantage](#)
- [Commander keeps tabs on energy usage and power capacity](#)
- [Choice Hotels remotely manages their lights-out colocation facility](#)
- [AOL reduces energy consumption and finds unused capacity](#)
- [British Airways manages assets, connectivity, power, and cooling](#)
- [Chevron manages a hybrid data center environment](#)



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DCIM Operations Online Demo

Remote 3D visualization of all your racks, assets, power, and network connections. View 200+ dashboard charts and reports. Know the capacity of all infrastructure items.

[Try it Free](#)



DCIM Monitoring Online Demo

Remotely monitor rack PDUs, UPSs, branch circuit meters, RPPs, floor PDUs, busways, cameras, door locks, and temperature, humidity, and other sensors. Remote central power control of all servers. Set thresholds, see trends, and get alerts.

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