

Emerson improves data center management and performance with Sunbird DCIM's superior data accessibility, reporting capabilities, and end-to-end visibility.



Emerson is a U.S.-based manufacturing company committed to providing innovative and sustainable solutions for a wide range of industries. As the manufacturer's technology and offerings have become more advanced, so has the operation and importance of its data center infrastructure, which now includes in-house and co-located data center facilities.

In order to optimize the performance and ROI of these facilities, Emerson must monitor and adjust for its use of space, power, and equipment over time. However, the data center infrastructure management (DCIM) solution Emerson had been using to oversee operations was restrictive in terms of data accessibility and reporting, and it charged fees for the use of those limited capabilities.

"It felt like our data was handcuffed," said Kyle Kohne, Data Center Technician & DCIM Application Technical Services Manager at Emerson.

With several major projects on the horizon, Emerson needed a DCIM solution capable of providing "more reporting on assets and the ability to really pinpoint capacity and interconnectivity in our data centers," Kyle recalled. "It was going to be crucial for us to have that information at hand," in order to plan for, maintain, and optimize their expanding data center resources.

Emerson evaluated several potential DCIM partners, but Sunbird resonated with the manufacturer the most. This was, in part, because Sunbird's sales process was ultimately focused on ensuring Emerson's success more than closing new business.

"From the very beginning, the Sunbird team was engaged, up-front, and very sympathetic to what we were looking for," said Kyle. "They were committed to helping us find the right product, whether it was Sunbird's or not."



"Sunbird simplifies and manages where everything is located and how it connects with the data center environment across the enterprise. It gives you a very good overview of everything going on within your data center in one single application."

Kyle Kohne | Data Center Technician
& DCIM Application Technical Services Manager
Emerson

Customer

Emerson is a global manufacturer of automation solutions, and commercial and residential solutions. They pride themselves on tackling the most complex challenges faced by the industrial, commercial, and residential markets.

Situation

Emerson wanted to optimize performance with a solution that provided better reporting on their existing data center assets.

Solution

Sunbird's technology provides Emerson with an easy-to-use DCIM software, giving them complete visibility, monitoring, business intelligence, and analytics on their power and data management.

Results

Improved data, flexibility, and visibility, enable better decision making, with fewer human resources.

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The Solution

Sunbird's technology ultimately proved to be capable of everything Emerson was looking for, and more. The comprehensive, easy-to-use DCIM software empowered Emerson with asset, capacity, and change management; environmental and power monitoring; rich 3D visualization; and business intelligence and analytics.

Sunbird continued to impress Kyle "with the high level of support they gave [Emerson] right off the bat," by tailoring its DCIM software implementation to Emerson's unique resources and operations.

"The Sunbird team worked closely with us to figure out what data needed to be imported and how to import it from many different devices across our data centers," said Kyle. "The migration was much smoother from the support and ease of import that Sunbird gave us. They did a really, really good job."

Monitoring and management improved dramatically for Emerson's in-house and co-location facilities alike. "Now, we can see what's in our data centers without leaving our chairs," said Kyle. "My team can see exactly what's in our racks and how much power each rack is using. We can see each port for each server and where they connect to switches or any other device."

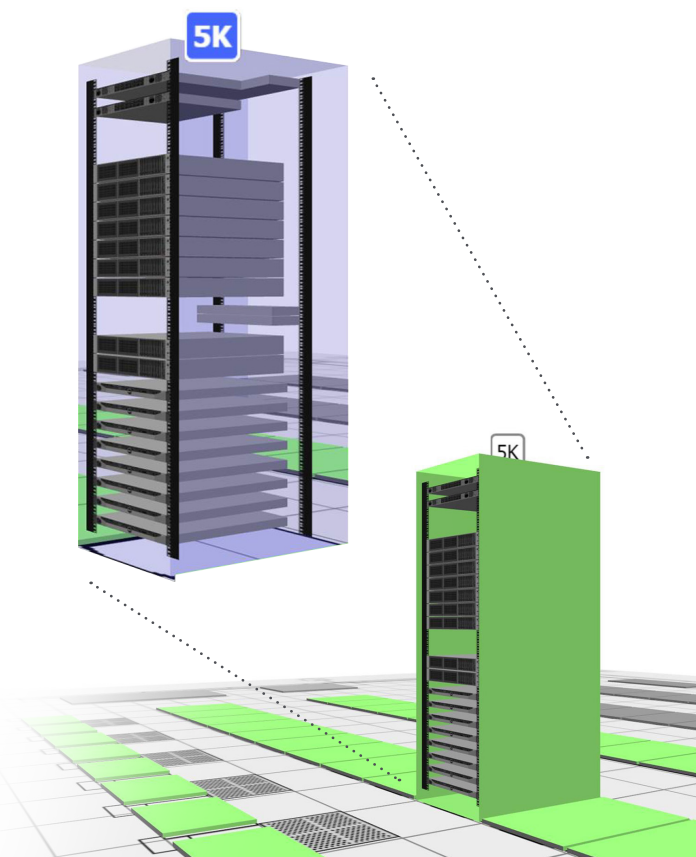
Sunbird's 3D visualization capabilities have been particularly useful for Emerson. "The 3D view lets me see what the racks look like and where they're located," said Kyle. "I can zoom in and out to see exactly what's installed and where all the cabling is connected—all straight from a web interface. That's a great feature. We use it every day."

Finally, data accessibility and reporting have become a strength for Emerson. The quality and accessibility of information provided by Sunbird facilitates rapid, well-informed decision-making across the entire company. "I create reports very quickly and provide them to upper level management right when they're asking for it," said Kyle. "No delays—the reports are in their inbox in just a few minutes."

Following the success Kyle and his team experienced, Emerson's use of Sunbird DCIM expanded to include executives across the enterprise and, recently, requests for access from colleagues in Europe and Asia.



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The Results



Flexible + Powerful Reporting

Sunbird's software has significantly reduced the effort and time required for DCIM reporting. Now, reports containing targeted insights are easy to create and deliver, such that Kyle no longer needs to "search and hunt for a report or figure out how to piece different parts together for the information we need."



End-to-End Visibility

Whether Emerson is planning deployments or dealing with assets approaching end of life, Sunbird users are able to rapidly and precisely identify assets, locations, connections, resource utilization, and downstream impacts. "Sunbird really simplifies and manages where everything is located and how it connects with the data center environment across the enterprise," said Kyle.



Better Decisions, Faster

"Sunbird provides just the right information, so that you can really manage very well, very easily," Kyle said. "It's definitely helped us make better, faster decisions. What might have taken us days to gather before is now right at our fingertips."



Improved Capacity + Power Usage

Since implementing Sunbird DCIM, Emerson has become significantly more efficient in its space and power utilization for data center operations, which "really opened a lot of people's eyes to the product's potential," said Kyle. "They're really impressed by what it can do."



25% Time Savings

Remote management and performance insights have saved Kyle's team of eight about 25% of the time they used to spend managing and double-checking asset information, locations, and connectivity.



True Partnership

Sunbird aligns its own success with the success of its clients and directs their approach and product development to facilitate that success however possible. Kyle's experience with "the high level of support they gave us right off the bat," started during Sunbird's highly consultative sales process. It characterizes the collaborative approach that strengthens Sunbird's working relationships and keeps their technology and clients, like Emerson, ahead of the curve.

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 1,850 DCIM customers worldwide. For more information, please visit SunbirdDCIM.com.

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