

Metronom efficiently manages data centers around the globe with Sunbird's powerful DCIM software.



Metro Cash & Carry is a leading international specialist in food wholesale. The group is headed by METRO AG, which acts as a central management holding company and oversees key business functions, including finance, controls, legal, IT, and compliance.

They have operations across Europe and the Asia-Pacific region (APAC), where each country has its own IT resources and data centers. From their German headquarters, Metronom helps manage each country's data centers and ensures they communicate properly with one another via international leased lines.

The effectiveness of Metronom's remote data center monitoring and management directly impacts each country's networking performance and efficiency, as well as the international operations that rely on them.

Fortunately, Metronom partnered with Sunbird in 2013, providing them with powerful Data Center Infrastructure Management (DCIM) software and expert support.



“Now that we have been working with dcTrack, I don't know what we would do without it. It's our virtual eye on each data center.”

Markus Hergesell | System Administrator
METRO AG

The Solution

Sunbird's easy-to-use DCIM software gives Metronom the ability to remotely monitor, and more efficiently manage, their international data center operations. Replacing Excel and a homegrown database infrastructure, Sunbird's software bridges information across organizational domains by monitoring and visualizing all of Metronom's data center facilities, equipment, and performance. Infrastructure planning and design have significantly improved as a result as well.

Metronom uses Sunbird's dcTrack for a comprehensive and highly accurate view of each facility and its assets. Every piece of equipment can be located precisely, along with its name, model, serial number, connections to other equipment, and even network

Customer

METRO AG is the central management holding company for METRO, a leading international specialist in food wholesale. METRO AG manages 800 racks in 600 data centers across Europe and APAC from their headquarters in Germany.

Situation

Metronom wanted easy-to-use DCIM software that would allow them to remotely monitor and manage data centers worldwide.

Solution

Sunbird's comprehensive DCIM software gives Metronom end-to-end visibility and advanced insights for all of their data centers' assets and performance.

Results

Metronom enjoys greater visibility, time savings, fewer errors, and expert support.

Metronom efficiently manages data centers around the globe with Sunbird's powerful DCIM software.

The Solution continued

ports available in server racks. The software also helps Metronom improve their facilities' performance by identifying available rack space and capacity of infrastructure devices like UPSs, CRACs, and circuit panels. This allows METRO AG to not only optimize their use of space, but the configurations and locations for devices to perform optimally in terms of power usage and connections.

"In the past, we have used Excel, and some of our colleagues had built Visio charts to keep an eye on our assets," said Markus Hergesell, System Administrator at Metronom. "But now that we have been working with dcTrack, I don't know what we would do without it. It's our virtual eye on each data center."

Power usage is monitored and measured in real-time across Metronom's assets and facilities using Sunbird's Power IQ system. Engineers can see power utilization trends and capacity levels throughout facilities' power chains, including building meters, uninterruptible power supply systems, floor PDUs, remote power panels, busways, and intelligent rack PDUs. Paired with Sunbird's dcTrack, equipment and floor plans can be reconfigured and designed for optimal performance.

"Everything in dcTrack is automatically synced with Power IQ," said Markus. "So that makes it really easy for us since both systems are always up to date."

With a centralized database that includes all connection and capacity information, Metronom's team no longer needs to travel back and forth to their data centers. "This is very important because we cannot personally be at the data center most of the time," said Lars Lorscheider, System Administrator at Metronom. "We are based in Germany and we have a total of 800 racks in 6 data centers located around the world. Visiting those locations on a regular basis is cost-prohibitive. You have to get a visa and spend time traveling. That's unacceptable."

Now, Markus and IT staff can share the same view of their data center, equipment, and performance data in real-time. They can work together to make decisions as though they were standing right in front of the actual assets, without leaving their desks.

"The possibilities with these tools are almost limitless," said Lars. "I haven't discovered anything we would want that it doesn't have. We can build custom dashboards, see rooms in 3D, get rack overviews, see power connections, data connections, and more. This means that everyone can get the insight they need without being in the facility. Without Sunbird, we wouldn't be close to as fast, as precise, or have so few errors."

The dcTrack real-time, interactive data center floor map provides a color-coded bird's eye view of key data including active power, current and capacity, temperature, humidity, air flow, differential pressure and events on a per cabinet basis.



Metronom efficiently manages data centers around the globe with Sunbird's powerful DCIM software.



The Results



Time Savings

By referencing and sharing pre-configured views in Sunbird's dcTrack, Metronom staff spend dramatically less time physically checking equipment, and traveling internationally to deal with data center issues. "We spend one-tenth of the time we used to checking equipment, at most. Some of our staff saves more than two days per week," said Markus.



Avoiding Errors

Sunbird users are able to rapidly and precisely identify assets, locations, connections, resource utilization, and downstream impacts. The opportunity for human error is dramatically reduced, and potential problems are avoided through better equipment usage and infrastructure planning.



Helpful Support

The Sunbird team believes in prioritizing the success of their clients, tailoring their approach and products to facilitate that success. "When we have special questions, the Sunbird team is right there with answers," said Lars. "The support is awesome."



Useful User Group Meetings

Metronom has further improved their capabilities and expertise through Sunbird's collaborative user group meetings. "When we hear other users talk about their issues, we learn a lot and we find solutions faster," said Lars. "We visit every user group meeting."

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 Somerset, NJ, Sunbird serves over 1,650 DCIM customers worldwide. For more information, please visit SunbirdDCIM.com.

© 2021 Sunbird Software. All rights reserved. dcTrack and Power IQ are registered trademarks of Sunbird Software.