

How F5 monitors and manages assets in its international data centers with Sunbird's Power IQ and dcTrack



The Situation

Operating with the founding belief that applications are the most valuable assets of any organization in the digital age, F5 has become a force in multi-cloud application security and delivery technology. The company empowers its customers—the world's largest enterprises, service providers, financial and educational institutions, government entities, and consumer brands—to create, secure, and operate applications that deliver extraordinary digital experiences.

Powering F5's internal development labs are large data centers distributed across multiple cities in the United States, India, and Israel—and it's Kiel Anderson's job to keep them operating efficiently.

"My team supports the data centers that the product test and development teams rely on to do their jobs," said Kiel, Senior Manager of Product Development at F5. "When dealing with as many as twelve thousand assets located in multiple sites and spread across three continents, it's critical that I have high-level monitoring capabilities. It's just as important to standardize how my team supports each site, both remotely and on site."

Kiel searched for a solution for monitoring and managing the power in the labs with the goals of forecasting power utilization and reducing the lab's energy footprint. After evaluating several platforms, he found Sunbird's Power IQ. After implementing this solution, Kiel is able to monitor power usage throughout F5's labs and ensure that its equipment is never overloaded.

A short while later, after realizing that F5 was running out of space, power, and cooling capacity at some of the sites, Kiel searched for the best multiple-asset management and reservation system available. He needed one that would serve as a single repository of all the assets in F5's data centers and function as a tool that would help reduce the number of active assets. *(continued)*



"It takes lots of work to track and manage assets, especially in a dynamic product development environment. Sunbird's reporting and 3D visualization features make everything so much easier, and that is critical for my internal customers."

Kiel Anderson | Senior Manager of Product Development at F5

Customer

F5 is the global leader in application delivery networking, helping organizations successfully deliver applications to users anywhere at any time. The world's largest enterprises and service providers rely on F5 to stay ahead of cloud, security, and mobility trends.

Situation

With large data centers distributed across multiple cities in several countries, F5 needed a way to monitor and manage all of its assets.

Solution

Thanks to Sunbird's powerful yet easy-to-use DCIM software, F5 has end-to-end visibility and valuable insight into thousands of assets across multiple sites, including its physical layout and performance in real time.

Results

F5 has improved asset awareness, increased remote device power cycling efficiency, and significantly reduced support response time.

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The Situation *(continued)*

"We needed a way to easily monitor and manage capacity," said Kiel. "We also wanted to reduce the manual effort necessary to create, implement, and track IT asset reservations by organization and user."

Kiel examined several solutions on the market. Once again, his search led him to Sunbird. This time, Sunbird's dcTrack was the solution.

The Solution

Sunbird provides F5 with a complete, easy-to-use Data Center Infrastructure Management (DCIM) software solution. Its capabilities include asset management, capacity management, change management, environmental monitoring, power monitoring, rich 3D visualization, and business intelligence and analytics.

F5 uses Sunbird's Power IQ and dcTrack to maintain site resource uptime via power and environmental sensors on its intelligent rack power distribution units across all its facilities and evaluate them in real time. By displaying the health status of its sites on a large screen in the network operations center, F5 has clear, color-coded indications of both critical and warning issues.

With this solution in place, they are able to instantly identify rack capacity, as well as every device's precise location, technical specifications, and connections to other physical assets.

"Being able to provide team leaders with details about asset ownership is huge," said Kiel. "We use dcTrack to export impressive full-rack elevations and all the details around what's hosted in those racks. That's huge for us because that eliminates a lot of confusion and gives the team leaders clarity on exactly what they own."

Additionally, thanks to dcTrack's bulk-editing feature, Kiel's team doesn't have to do a full import when they need to make a change to a subset of assets.

"That feature is huge for us because when somebody leaves the company we don't have to manually change a hundred devices," said Kiel. "All we have to do is go into that bulk-edit feature and edit them all at once."

Kiel is very happy with the partnership he and his team has formed with Sunbird, especially when it comes to the development of the product.

"There are a lot of features that are in dcTrack today that we have requested," said Kiel. "Sunbird took our needs into consideration and produced practical solutions."

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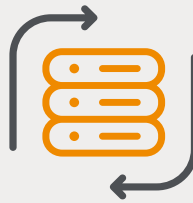


The Results



Improved Asset Awareness

Kiel's team uses dcTrack's space, power, cooling, and asset reports to keep track of and forecast each asset's capacity and utilization. The team uses these reports to justify the budget to purchase additional resources as appropriate. F5 management can now make informed decisions quickly because they have access to these trusted reports.



Efficient Remote Cycling of Devices

Kiel's team needed an easy and accurate method to remotely cycle devices that were not functioning properly. They now have a single graphical user interface to remotely power cycle devices and quickly and efficiently restore them to service.



Reduced Support Response Time

Thanks to the integration between ServiceNow and Sunbird's dcTrack through a built-in application programming interface, the time it takes for the customer support team to resolve issues with devices has been significantly reduced.

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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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