

# Erie Insurance achieves enterprise-wide technology asset management with Sunbird DCIM



## The Situation

Erie Insurance is a Fortune 500 property and casualty insurance company that operates an extensive estate of technology assets distributed across multiple types of spaces.

They have an enterprise data center with 80 racks, colocation data centers with 25 racks, two master telecommunications rooms (MTRs) totaling 40 racks, and roughly 75 telecommunication rooms/IDF closets (TRs) throughout their Erie, Pennsylvania campus and 12 state branch offices.

Prior to deploying Sunbird DCIM, Erie Insurance's technology assets were managed with a variety of tools.

"It was very difficult to provide a consolidated view," said Nathaniel Adams, Senior IT Analyst. "We had too many spreadsheets."

Their previous DCIM tool used for asset tracking in the enterprise data center, colo, and MTRs, had its own set of limitations.

The team said that their old DCIM software looked clunky and old and had no dashboard widgets. They also felt like they were being nickel and dimed for modules.

Meanwhile, the IT Facilities team managing the TRs faced similar struggles.

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***"The main thing we wanted was to consolidate tools and paint a real picture of what we have going on."***

Nathaniel Adams | Senior IT Analyst  
**Erie Insurance**

### Customer

Erie Insurance is a Fortune 500 property and casualty insurance company that operates an extensive estate of technology assets distributed across multiple types of spaces.

### Situation

Multiple teams at Erie Insurance managed a complex IT environment spanning multiple types of spaces with various disparate tools which hindered visibility, collaboration, and decision-making.

### Solution

Erie Insurance consolidated four tools into one with Sunbird DCIM, which they selected for its ease of use, intuitive reporting, and advanced search capabilities.

### Results

With Sunbird, Erie Insurance achieved improved visibility for decision-making, better cross-team collaboration, and cost savings.

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Their power monitoring tool and spreadsheets lacked the visibility they wanted and made reporting difficult.

This toolset also hindered collaboration and made it challenging to present leadership with a clear, enterprise-wide view of IT hardware, power, and connectivity.

## The Solution

Erie Insurance chose Sunbird DCIM to address these challenges. The decision was driven by Sunbird's superior usability, reporting capabilities, and cost efficiency.

Sunbird's intuitive dashboard, robust search functionality, and complete feature set also stood out as game-changing improvements.

With Sunbird, Erie Insurance was able to create a single pane of glass for assets, power, and connectivity across their data centers, colocation data center, MTRs, and TR/IDF closets.

"The main thing we wanted was to consolidate tools and paint a real picture of what we have going on," said Adams.

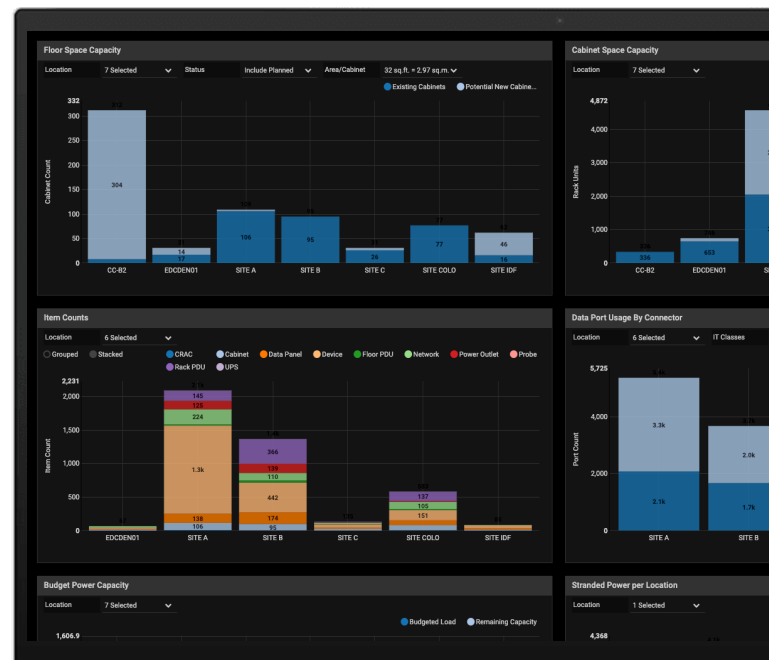
Leadership quickly approved the transition, as both the data center team and the IT Facilities team reported to the same director who understood the benefits and cost savings.

"We evaluated what it would be like to have a consolidated tool for all of us and what the cost savings would be in the long run," said Adams.

This new approach with Sunbird DCIM also allowed the data center team to take over tool administration, freeing the IT Facilities team from managing separate systems.

***"From an infrastructure planning perspective, the visibility now to other teams of knowing where things are has been tremendous. Other teams have much better ability to capacity plan, both asset and power-wise."***

Nathaniel Adams | Senior IT Analyst  
**Erie Insurance**



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## The Results



### Cost Savings Through Tool Consolidation

By replacing four separate tools with Sunbird DCIM, Erie Insurance streamlined operations and cut recurring costs. This consolidation is projected to save \$100,000 over three to four years. "We now have only one reoccurring cost, which is amazing," said Adams.



### Improved Visibility for Better Decision-Making

Sunbird provides a single pane of glass for all Erie Insurance's data centers, colocation data center, MTRs, and TR/IDF closets, enabling them to make data-driven decisions. "The visibility now to other teams of knowing where things are has been tremendous," said Adams.



### Streamlined Planning & Cross-Team Collaboration

Sunbird DCIM has simplified infrastructure planning and fostered collaboration across teams. With centralized data, teams can now share information seamlessly and align on critical projects. "Now we can share data to other teams and justify our decisions," said Adams.



### Enhanced User Experience and Reporting

Sunbird DCIM's modern, intuitive interface and powerful reporting tools have significantly improved Erie Insurance's user experience. They noted that the reporting is nicer, maneuverability is better, and searching for things is much easier than with their former tool.

Call 732.993.4476 or visit [SunbirdDCIM.com](https://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.

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