

Large food and beverage chain creates a single source of truth and digital twin across technical spaces with Sunbird DCIM

The Situation

A large food and beverage chain, with a non-retail IT footprint spanning data centers, manufacturing distribution sites, corporate offices, and regional offices, faced challenges managing their technology assets due to a lack of easily accessible information.

Their data centers were managed with a legacy DCIM product and their other spaces were managing with a combination of spreadsheets, Visio drawings, and SharePoint files.

“It was very unorganized and hard to manage, update, and share amongst our teams.” said the customer. “We never really had a single source of truth before Sunbird that every team could go to and gather the same data. It was always, ‘Send me this,’ and you may have a version of a drawing or spreadsheet. It was just a mess.”

When their previous tool reached end-of-life, the organization needed a new solution and took the opportunity to consolidate the management of their data centers and other non-retail IT spaces on one tool.

The Solution

The organization deployed Sunbird DCIM to centralize asset and power management, address operational challenges, and streamline processes.

(continued)



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Customer

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Situation

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Solution

The customer deployed Sunbird DCIM to centralize asset management and streamline processes.

Results

With Sunbird, the customer achieved a single source of truth, more accurate and complete asset information, increased operational efficiency, and data-driven collaboration across teams.

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"We've integrated dcTrack with Power IQ. That's how we manage all of our power metrics, and that's been great. We get all of our alerting via Power IQ, and it's been dependable," said the customer.

3D digital twin visualization and automatically generated rack elevations have greatly improved communication and collaboration with contractors and teams.

"If we have projects going on where we're utilizing contractors, we can print rack elevations directly in dcTrack," said the customer. "It's impressive to be able to show somebody if you're trying to explain something to a coworker or contractor that's never been in one of your spaces. I can pull this 3D model up and show it. It's an impressive tool."

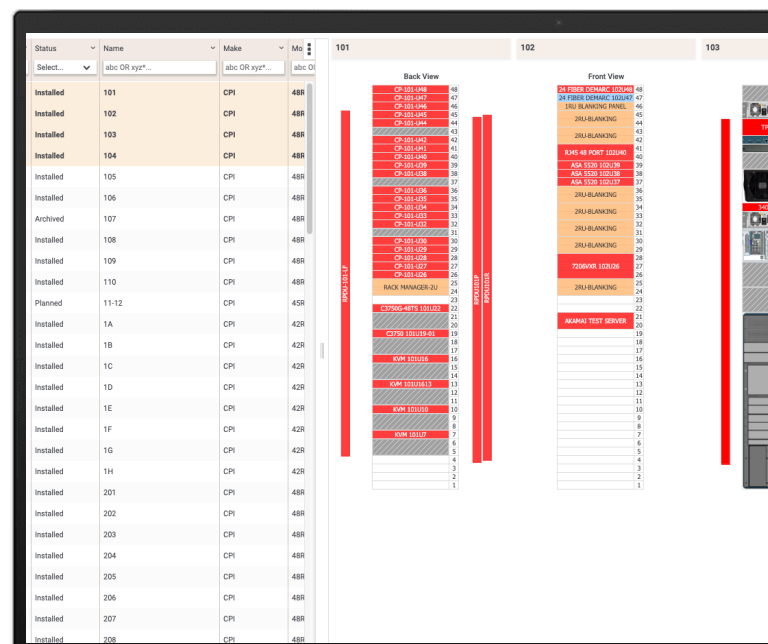
Remote data center management has also been simplified through dcTrack's measurement tool, reducing the dependency on onsite staff.

"The measurement tool is something that I use a lot," said the customer. "We're pretty much all remote from our facilities, so for the work we're doing, I can either do the work myself right here on my screen or I can send a request out to someone on site and it may not get addressed for days."

Sunbird's exceptional customer support and focus on customer success played a crucial role in the successful adoption of the tool.

"If I've had an issue, whether it be technical, having to do with services, billing or anything whatsoever, Sunbird's customer service has always been top notch," said the customer. "I never felt like we were on our own. It goes a long way to show that Sunbird is willing to do whatever to help their customers."

"It's been great because now more than just our team utilizes the tool. We have multiple other teams like network teams, server teams, and operations. All of those teams are using it on a daily basis. It's becoming more and more integrated company-wide throughout IT."



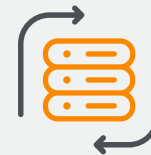
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The Results



A Single Source of Truth

“Having a single source of truth is the primary benefit,” said the customer. “It gives us an edge to be able to do our job more efficiently. I can’t even count how many times I’m in and out of dcTrack and Power IQ every day... Sunbird has really helped streamline processes and make everyone’s job easier.”



More Accurate and Complete Asset Information

“If I didn’t have dcTrack, I’d be digging through folders and multiple tabs on my computer. Now, I have all of our data center inventory in dcTrack. I’m constantly entering work orders for remote hands and I can keep an accurate inventory whereas before, it was never something we could trust,” said the customer.



Increased Operational Efficiency

“When we have numerous assets that we are decommissioning and setting up for ITAD pickups, being able to export that data into a spreadsheet saves me days of work,” said the customer. “Now, it is something I can do in real time and within five minutes, I have what I need and can email it out.”



Data-Driven Collaboration Across Teams

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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 2,000 DCIM customers worldwide. For more information, please visit SunbirdDCIM.com.

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