Prestigious University leverages Sunbird DCIM to provide information to facilitate collaboration between senior leadership, the data center operations team, and research teams

The Situation

A prestigious research university with five data centers and over 360 cabinets needed better visibility into their assets, power, environmental conditions, and capacity to simplify data center management.

"With our data centers filling and challenges to build new spaces, understanding the environment is key. Knowing asset ages, cabinet power usage, coupled with temperature helps The University understand and better utilize the spaces," said the customer.

The Solution

The University deployed Sunbird DCIM for asset management, power and environment monitoring, and capacity planning, and have implemented automation via integration with multiple systems to provide a single pane of glass of key information for their senior leadership, data center operations team, and research teams. This facilitates better planning between teams because everyone is looking at the same information.

"As we fill up in the AI revolution, knowing what's going on in the data center down to the cabinet level lets me understand where I can put stuff," said the customer. "We're now looking at 50, 60, and 70 kW cabinets. How do I account for that power? How do I account for the weight? How do I account for the thermal mass? We use the tool significantly for that."

Standout features for The University include Sunbird's digital twin visualization capabilities.

Visualizing cabinets and equipment—and assigning unique colors to different researchers' equipment—helps them quickly see and manage space capacity more efficiently while enhancing communication and collaboration.

Also, the 3D thermal map allows The University to visualize the temperature across their data center, which helps identify the formation of hot spots or overcooling.

"I love the thermal map because it lets me know what's going on since we put many temperature sensors in our racks," said the customer.

> *"We've opened Sunbird DCIM up to everybody who has systems in the data center. They have access to Sunbird, so they can track power, temperature, events, and issues."*

Customer	A prestigious research university with six data centers and over 360 cabinets.
Situation	The University needed better visibility into their assets, power, environmental conditions, and capacity to simplify data center management.
Solution	The University deployed Sunbird DCIM for asset management, power and environment monitoring, and capacity planning, and have implemented automation via integration with multiple systems to provide a single pane of glass of key information for their senior leadership, data center operations team, and research teams.
Results	With Sunbird, The University achieved more efficient utilization of resources, automated management reporting, and increased visibility into asset inventory.

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"It brings such value from a graphic perspective—rather than just looking at numbers and waiting for alarms—if I see something changing," said the customer. "We've got an operations center that literally has it up on a big video wall, and we have both audible alarms and visual alarms that we depend on. Those are the types of things that we're interested in because people are visual."

The University is also integrating Sunbird DCIM with multiple systems to drive automation.

According to the customer, "We're taking many tools and making them all talk together. Sunbird and CA talk to each other. Sunbird and Teams talk to each other. We have an operational Teams channel that is used as the heartbeat of IT. If anybody in IT wants to know what's going on with IT at the university, they can log into this channel and see changes, outages, alarms, and events.

"Sunbird talks to VMware," they continued. "We know where the physical machines are and now where the logical machines are. We use LDAP and Active Directory for authentication… We're working on a ServiceNow integration. We want to get auto ticket generation."

They are also integrating with CPI and Server Tech's remote door locks.

"We're now controlling door cabinet access through Sunbird, and also through Grouper," said the customer. "We've got a Grouper environment set up that we use LDAP for, so if someone needs access to a cabinet, we can put them into a Grouper group and then they get access to the cabinet automatically. We are looking at future CBORD integration to control and monitor cabinet access."

Beyond the product, The University also appreciates the partnership they have forged with Sunbird.

"Sunbird has been a partnership, not a relationship. We are extremely pleased that, as Sunbird continues to grow, they haven't lost that small business interrelationship," said the customer. "The fact that Sunbird continues to be, to me, a very personal, responsive, and partnered organization continues to make me want to do business."

> *"When we're going to our leadership and saying, 'We're running out of capacity,' we can demonstrate, 'You've got 300 machines that are 10 or 11 years old—we need to make them go away.' We've seen capacity, which equates to value."*
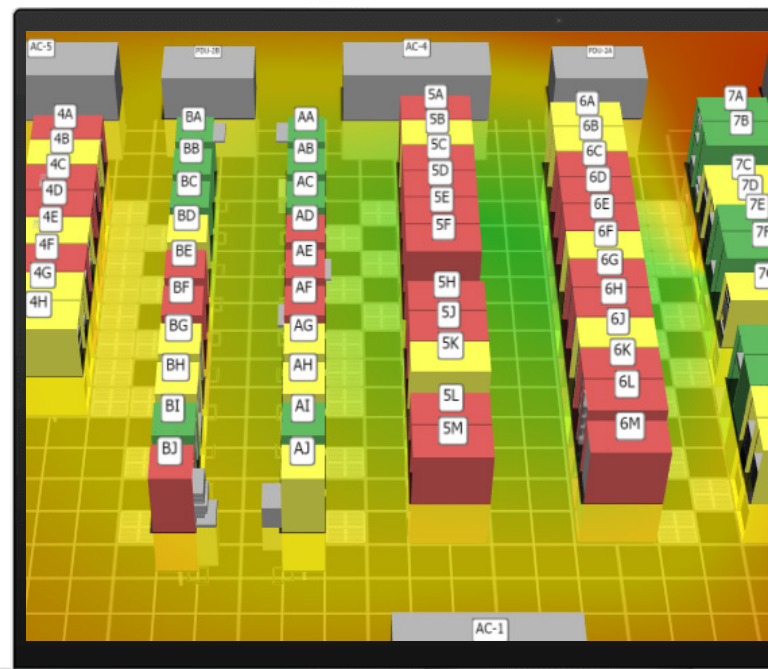
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The Results

More Efficient Utilization of Resources

"We're now running aging reports so we can go to our leadership and say, 'I can take out a rack of computers and replace it with a handful of VMs to save you money and provide more capacity.' Our senior leadership is now using Sunbird to make those arguments," said the customer.

Automated Management Reporting

"We used to do manual reports. All the reports are now automated through dcTrack... The president, all the provosts, all the AVPs, all the VPs; they all look at this tool. The fact that I've got an AVP logging into my DCIM to check a dashboard speaks volumes about the information that it's bringing back," said the customer.

Increased Visibility into Asset Inventory

"We're tracking all our assets at an extreme level of detail. We have a lot of government reporting on a lot of federally funded projects, so we need to know where the gear is and what it's doing," said the customer.
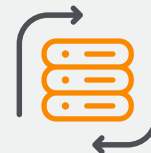
Support for Grant-Driven ROI

"In higher education, we look at ROI as: how many grants can I earn because I've got something? We've seen multi-million dollar returns on our data center investments, and having Sunbird lets me understand the detail of where the equipment is," said the customer.

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