Datamount Tier III smart datacenters leverage Sunbird DCIM to provide remote data center monitoring and capacity planning to their customers

The Situation

Datamount, a colocation data center and cloud services provider operating three facilities in Oman, wanted to securely provide their customers with visibility into their own equipment and environment, without compromising data about the overall facility's critical infrastructure.

The Solution

Datamount deployed Sunbird DCIM, recognizing the advanced tenant and permissions capabilities of the solution and the expertise of Sunbird's team.

One pivotal aspect of Sunbird DCIM for Datamount is the ability to allow users to only access data about their own racks without compromising the security of the broader infrastructure.

"Customers only have access to their own racks in the facility," said Dr. Ramtin Khalatpour, Head of Infrastructure, Datamount. "They can see the servers, the rack PDUs, the power data of the PDUs, and they can see the temperature and humidity of their own racks."

This enhances transparency and empowers their customers to make better planning decisions to maximize the utilization of their existing capacity.

"Customers cannot see the other facility infrastructure in our data centers such as the total load of the data center or the total capacity of the chiller or CRAC units," added Dr. Khalatpour.

Datamount also appreciates that Sunbird is vendor-agnostic. This capability enables Datamount and their customers to monitor their diverse range of equipment, including less common brands, which was a significant advantage over other DCIM providers.

"*All customers can monitor their racks from their office. This is very important and a very big advantage for the Sunbird solution.*"

Dr. Ramtin Khalatpour
Datamount

Customer	Datamount is a colocation data center and cloud services provider operating three facilities in Oman.
Situation	Datamount wanted to securely provide their customers with visibility into their own equipment and environment, without compromising data about the overall facility's critical infrastructure.
Solution	Datamount deployed Sunbird DCIM to provide remote data center monitoring capabilities to their customers.
Results	With Sunbird, Datamount provides self-service DCIM for their customers that enables vendor-agnostic monitoring and more informed capacity planning.

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Additionally, Datamount found Sunbird's dedicated focus solely on DCIM to be a significant asset.

"The Sunbird team is focused on DCIM only, not like the other service providers that have a lot of services and then DCIM also," said Dr. Khalatpour.

This specialization translated into a deep understanding of Datamount's specific needs by the Sunbird team. This understanding, combined with Sunbird's fast technical support, enabled a smooth implementation.

"Sunbird handed over to us what they promised," said Dr. Khalatpour.

> **" *Customers can see how much power is available in their racks and they can make a plan for their future and know how many servers they can add. No need to come to the data center and take measurements or send us the requests.* "**
>
> Dr. Ramtin Khalatpour
> **Datamount**

The Results

Self-Service DCIM for Colo Tenants

Datamount successfully implemented a customer-centric monitoring solution, providing clients with secure, real-time data about their racks. This fosters trust and empowers customers while maintaining the security of Datamount's overall infrastructure.

Complete Data Center Monitoring

Sunbird's vendor-agnostic monitoring capabilities provide Datamount's customers with great flexibility in their choice of equipment. This eliminates vendor lock-in and simplifies monitoring for their varied infrastructure.

Informed Capacity Planning

Datamount's customers can now independently monitor their racks' power capacity and utilization, enabling them to make informed decisions about future deployments remotely without needing to visit the data center or send requests to Datamount.

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.