

Colruyt Group reduced data center visits by 50% with remote data center management enabled by Sunbird DCIM



The Situation

Colruyt Group is a retail corporation with 33,000 employees, operating in Belgium, France, and Luxembourg with a strong focus on food, health, and sustainability.

Colruyt Group operates two primary data centers, a secondary data center, plus the IT infrastructure in 1,000+ retail locations.

After initially relying on a combination of spreadsheets and a legacy DCIM tool that no longer met their needs, Colruyt Group sought a modern, more reliable DCIM solution to better manage their data center infrastructure.

Having already been a satisfied customer of Sunbird's Power IQ, Colruyt Group saw an opportunity in deploying dcTrack for complete data center infrastructure management.

The Solution

First, Colruyt Group completed a proof-of-concept for dcTrack and was immediately impressed.

"The proof-of-concept provided confirmation that dcTrack was a viable solution," said Christophe Keppens, Data Center Manager, Colruyt Group. "The way of doing that project together gave me a lot of confidence that Sunbird was willing to help out when there were questions or concerns."

"What we could experience immediately was the customer support, the clarity of the process, and the response time. Also, the availability of the support material and documentation. Just one click and you have your explanations," said Keppens.

"Because of the preparation of projects [in dcTrack], we physically go to the data centers 50% less."

Christophe Keppens | Data Center Manager
Colruyt Group

Customer

Colruyt Group is a retail corporation with 33,000 employees, operating across Belgium, France, and Luxembourg with a strong focus on food, health, and sustainability. Colruyt Group operates two primary data centers, a secondary data center, plus the IT infrastructure in 1,000+ retail locations.

Situation

Colruyt Group relied on a combination of spreadsheets and a legacy DCIM tool that no longer met their needs.

Solution

Colruyt Group deployed Sunbird's modern DCIM solution for complete data center infrastructure management.

Results

With Sunbird, Colruyt Group reduced physical data center visits by 50%, created a single pane of glass for data center management, enabled faster troubleshooting, and increased operational efficiency.

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With Sunbird DCIM, Colruyt Group has a single pane of glass to remotely plan, provision, model, track, and monitor their data center infrastructure.

"Sunbird's products contain just what we need. We can really use the tool. There are no other modules that are not of interest. It's a tool you can use on a daily basis," said Keppens.

Beyond their data centers, Colruyt Group is experiencing an increase in technology assets in their retail locations. They currently monitor about 660 intelligent rack PDUs in these edge sites to support applications such as Wi-Fi for customers, a grocery shopping app, and digitized price tags.

"We have 762 of our own stores and 1,056 independent entrepreneurs, affiliated stores, and franchises, and we see the IT infrastructure growing in these spaces," said Keppens. "Not so long ago, a shop had a network rack with one server. Now, we see an evolution with new applications, sometimes also AI-driven."

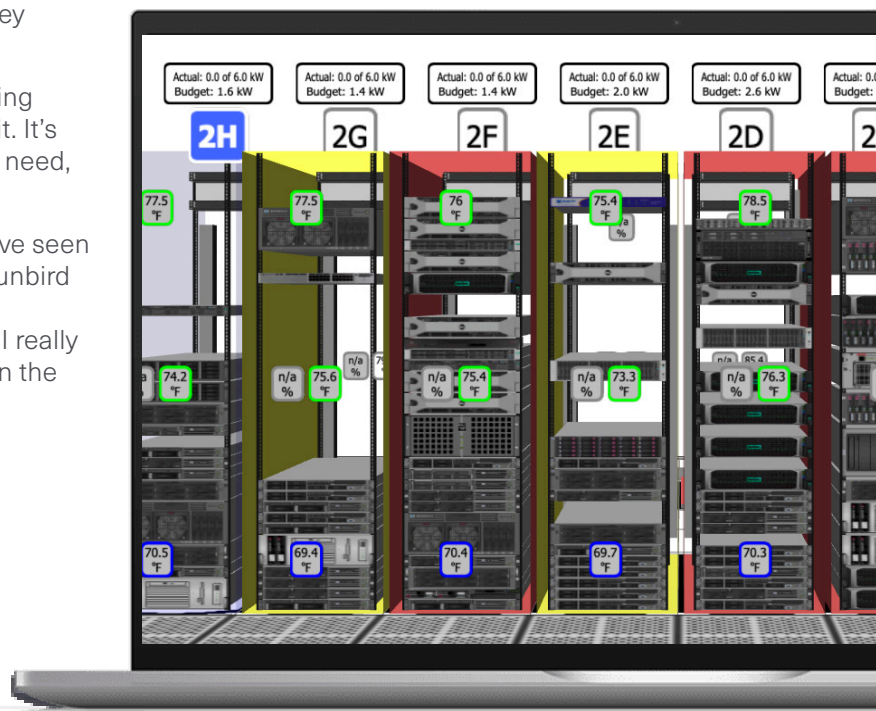
As they manage their distributed infrastructure, Colruyt Group values the ongoing collaboration and responsiveness they receive from Sunbird.

"Sunbird is really interested in assisting you with managing your data centers. When there is an issue, they address it. It's an open relationship, and they are interested in what we need, what we want, and what we do.

"You feel that the feedback you're giving is heard. We have seen many of our feature requests make it into the product. Sunbird is always searching for how they can make things better without adding unneeded complexity. That's something I really strive to because complexity is the enemy of continuity in the data center," said Keppens.

"We can understand how much capacity is available, and we can stop using spreadsheets to manage that and have one single pane of glass."

Christophe Keppens
Data Center Manager
Colruyt Group



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The Results



Reduced Data Center Visits by 50%

"When IT infrastructure teams have the need for a new hardware project, they come to us. We do the preparation, order the necessary components, and plan it in dcTrack. Because of the preparation of projects, we physically go to the data centers 50% less. We can completely trust the data," said Keppens.



A Single Pane of Glass

"We can understand how much capacity is available, and we can stop using spreadsheets to manage that and have one single pane of glass," said Keppens. "It's a really useful tool to help you with the physical planning of IT equipment. It shows you at all times your assets and your infrastructure."



Faster Troubleshooting

"I have an end-to-end view of our connectivity. It's important because it helps when something goes wrong to know your dependencies and what is connected to what. If there is an issue with a switch, for instance, what is connected to that switch? Then you have something to start with," said Keppens.



Increased Operational Efficiency

"We need fewer people to manage our data centers because we can start from the reality in the tool and build on top of that. We used to go into the data center a lot more just to see where space is available, if there is still a place for additional cables in a rack, and so on. We had to prepare a lot more, and now it's all in the capacity module," said Keppens."

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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