

# Global insurance brokerage, risk management, and consulting firm achieves a single pane of glass by moving from Excel and Visio to dcTrack

## The Situation

A global insurance brokerage, risk management, and consulting firm's data center operations team manages 280 racks across two data centers supporting a large HPE blade environment.

Before deploying dcTrack, the customer used four Excel spreadsheets and two Visio drawings per site to track their assets, cabinet elevations, and connectivity.

Updating documentation was manual, time-consuming, and error-prone, with frequent version control issues. Installations sometimes failed because assignments were made from outdated information.

"If we did a decommission, we would have to touch every single spreadsheet," said a representative from the customer. "Visio was the biggest pain because the drawings would never load because they were so big."

The customer used HPE OneView and VMware for server configuration and virtualization information. Since Excel and Visio could not integrate with these systems, the team relied on manual data entry and information spread across multiple tools to understand what was installed and where. In a dynamic environment where naming and configuration changes happened frequently, maintaining accuracy and operational efficiency was increasingly difficult.

## The Solution

First, the customer replaced their multiple Excel spreadsheets and Visio diagrams with dcTrack which provides a single intuitive GUI for all users that includes a single enterprise-class relational database with out-of-the-box integrations to other systems such as VMware and HPE OneView to centrally track, manage, and visualize all their assets and connectivity in one system.

***"dcTrack has saved two hours per change of just what we would go through for documentation."***

**Global Insurance, Risk Management, and Consulting Firm**

### Customer

A global insurance brokerage, risk management, and consulting firm with 280 racks across two data centers.

### Situation

The customer relied on multiple Excel spreadsheets, Visio drawings, and disparate systems to track their assets and connectivity, requiring manual data entry and tool-switching that slowed troubleshooting and made it difficult to maintain accurate, up-to-date records.

### Solution

The customer deployed dcTrack to track their assets and connectivity in one system. Using Sunbird's out-the-box connectors, they integrated dcTrack with HPE OneView and VMware to automatically synchronize information, eliminate manual data entry, gain team real-time visibility into their blade servers and chassis, and map VMs to physical hosts.

### Results

With dcTrack as their single pane of glass for their data center infrastructure, the customer saves two hours documenting each change and has better information at their fingertips to enable a faster incident response and better service contract negotiation. With one particular contract, they were able to save \$100,000.

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"We're keeping track of all the assets, rack elevations, and cabling in one location. That was all in separate spreadsheets before," said the customer. "Now, having everything all in one location at our fingertips is so much better than having to go update multiple different spreadsheets because something could always get missed."

To eliminate the need for manual updates and to maintain accurate, real-time asset inventory data, the customer integrated dcTrack with HPE OneView.

Using Sunbird's out-of-the-box connectors, the integration automatically adds and moves assets in dcTrack to the exact site, rack, chassis, and blade slot when they're physically installed and discovered by HPE OneView.

"My techs on site can take a blade out of a chassis and put it into another chassis, and this integration moves all that information and installs it in the correct location for me in dcTrack so that I don't have to do any of the manual typing for any of the adds, moves, and changes," said the customer.

The connector pulls attributes such as make, model, serial number, host name, management IP, function, owner, and hardware specifications from HPE OneView, and displays them in dcTrack. It also maps which HPE Synergy Composer manages each blade, giving full visibility into the management layer that orchestrates the hardware.

"The integration has been working very well for us," said the customer. "We do audits once a year just to check that the integration is working well, and we haven't had any problems."

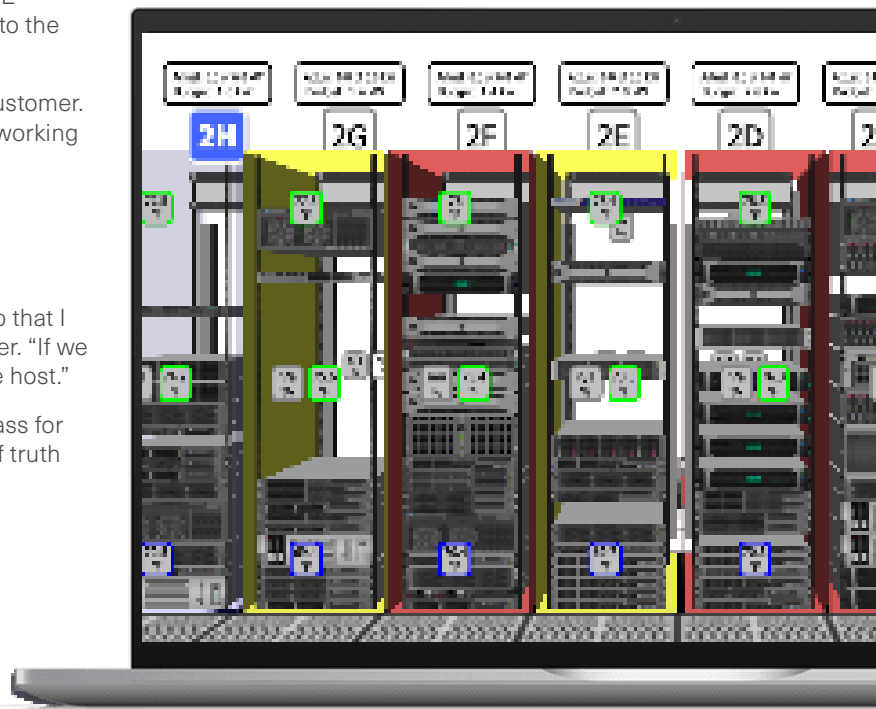
The customer also integrated dcTrack with VMware to better understand the physical infrastructure supporting their virtual environment.

"With VMware integration, I have our servers linked as hosts so that I can see what VMs are running on each host," said the customer. "If we see a block of VMs go down, we know to check if it's all on one host."

Now, with dcTrack serving as the customer's single pane of glass for their data centers, they have an accurate, centralized source of truth instead of siloed data and excessive manual effort.

***"By having all of the information in front of me of what was actually installed... I was able to eliminate service contracts for equipment that we didn't have anymore... A contract was \$100,000 and we didn't have to pay it."***

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## The Results



### A Single Pane of Glass

The customer now has a centralized view of their entire environment with dcTrack. dcTrack leverages live configuration data from HPE OneView and virtual machine information from VMware to provide the team with a complete, real-time picture of their devices without the need for manual data entry or switching between multiple tools. "This integration automates everything," said the customer.



### Faster Incident Response

When troubleshooting, technicians are more efficient at identifying the correct system to work on. "I know that my guys can respond a lot faster because they can look it up a lot faster. We used to have to ask for serial numbers. Now, we can search by server name and be confident it's the right one," said the customer.



### 2 Hours Saved Per Change

Documenting changes previously required manually updating up to four spreadsheets and two drawings. With dcTrack, documenting a change now takes five minutes, removing the repetitive manual effort and reducing the chance of human error. "It's saved two hours per change of what we would go through for documentation," said the customer.



### \$100,000 in Cost Savings on One Service Contract

With up-to-date visibility into their assets, the customer was able to better negotiate their service contracts. "By having all of the information in front of me of what was actually installed, I was able to eliminate service contracts for equipment that we didn't have anymore... A contract was \$100,000 and we didn't have to pay it," said the customer.

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