

Raxio Group uses Sunbird DCIM to achieve a single source of truth and digital twin to standardize and optimize data center operations

RAXIO

The data centre company

The Situation

Raxio Group is Africa's premier carrier-neutral data centre operator, dedicated to developing the continent's most extensive portfolio of Tier III Uptime Certified facilities.

Using many spreadsheets to track assets, manage power, and plan capacity across several countries meant Raxio's operational teams spent significant time on manual data entry, were prone to human error, and had limited visibility into their power consumption and environmental conditions. Critical information was siloed across different teams and countries, making it difficult to get a reliable, up-to-date picture of their global colo footprint.

"It was probably around 4 to 5 Excel sheets per site, so around 25 Excel sheets altogether across data centers to really discover all the data we needed," said Lewis Chamberlain, Head of DCIM and Client Management at Raxio.

Auditing was equally burdensome: onsite staff would walk the data center floor with paper and pen or a laptop, manually record data, and then re-enter it elsewhere to distribute it. Documenting a single change meant tracking down the right spreadsheet, manually editing it, and sending it out to the relevant teams across multiple countries.

Raxio needed a way to standardize data across all sites, eliminate manual processes, and give remote cross-functional teams a centralized system to find accurate information; a single source of truth.

The Solution

Raxio deployed Sunbird DCIM across five sites, building out a comprehensive solution spanning asset management, power and environmental monitoring, 3D visualization, capacity planning, dashboards, and reporting.

"Sunbird DCIM is being built as the first step to find information. It's our single source of truth," said Chamberlain.

When onboarding a new tenant, Raxio models their deployment in Sunbird before any equipment is installed.

Customer

Raxio Group is Africa's premier carrier-neutral data centre operator, dedicated to developing the continent's most extensive portfolio of Tier III Uptime Certified facilities.

Situation

Relying on 25 spreadsheets, Raxio needed a way to standardize data across all sites, eliminate manual processes, and give cross-functional teams a centralized system to find accurate information.

Solution

Raxio deployed Sunbird DCIM for asset management, power and environmental monitoring, 3D visualization, capacity planning, dashboards, and reporting.

Results

With Sunbird, Raxio has increased operational efficiency, achieved a single source of truth and digital twin of their data centers, makes more informed capacity planning decisions, and enhanced their customers' experience.

Raxio Group uses Sunbird DCIM to achieve a single source of truth and digital twin to standardize and optimize data center operations

The tenant's asset inventory is populated into Sunbird, nameplate and budgeted power ratings are modeled against available capacity in each row and aisle to determine the optimal placement. Then, Raxio shares 3D visualizations, screenshots, and reports with the customer. They are also working toward giving customers access to view their own cabinets in Sunbird to provide a significant value-add for clients to easily and remotely visualize their deployments.

"Being in some remote locations throughout Africa, the customer can't always attend site. For them to be able to log into Sunbird and see their cabinets, exactly how it looks, how it's set up, live power monitoring, and so on, is critical for us and for the customer," said Chamberlain.

Raxio monitors power, temperature, and humidity through sensors linked to their Building Management System (BMS). BMS data is read and automatically pulled into Sunbird DCIM, where it is correlated with the additional information Sunbird provides.

They have built out their end-to-end power circuits, allowing engineers to see the actual vs. budgeted power utilization at each hop. They are also offering intelligent rack PDUs for customers who want even more granular monitoring.

Management dashboards provide an overview of total capacity, sold capacity, and average and maximum power usage across all sites, while out-of-the-box and custom chart widgets display Raxio's KPIs such as available power by row and aisle and power trend data. This helps teams plan capacity faster and create a timeline of when new phases of the data centers will need to be brought online.

Raxio reports very positive and collaborative experiences with Sunbird's technical support team.

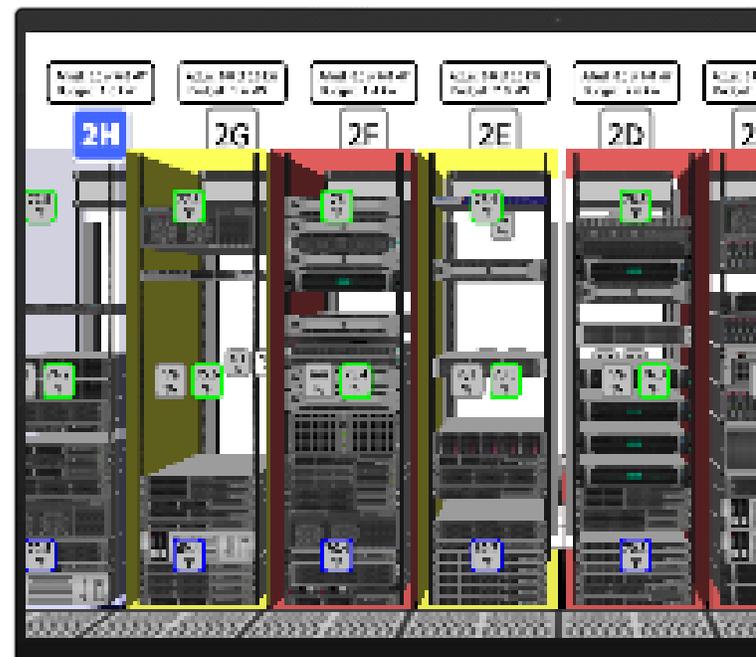
"The Sunbird support team is excellent. They don't simply make changes and hand them off for us to figure out. Instead, they join calls, go on camera, and walk us through every step. That hands on guidance helps us learn so we can handle it ourselves next time. It's one of the standout strengths of Sunbird having a knowledgeable team ready to help whenever you need them," said Chamberlain.

RAXIO

The data centre company

"Sunbird is unmatched when it comes to virtual data center visualization. It truly functions as a complete digital twin of our environment, delivering everything we need and more. For us, implementing Sunbird was an easy decision."

Lewis Chamberlain
Head of DCIM and Client Management
Raxio Group



Raxio Group uses Sunbird DCIM to achieve a single source of truth and digital twin to standardize and optimize data center operations



The Results



Increased Operational Efficiency

By moving their asset inventory documentation off of spreadsheets and into Sunbird, Raxio saves at least two days of time per month across operational teams — work that previously involved three or four people and multiple rounds of data entry. Engineers no longer need to physically check stock, hunt for labels, or physically verify what's on site. "It's making our engineers a lot more efficient, to focus on what needs to be focused on—dealing with customers and things that are actually going to add value," said Chamberlain.



More Informed Capacity Planning

With Sunbird's dashboards, Raxio has clear, real-time visibility into their customers' power usage so both sides can plan accurately and avoid surprises. Alerts notify the team when power utilization thresholds are approached, enabling timely conversations about potential space and power purchases. Management dashboards give leadership a live view of total and sold capacity across sites, and growing visibility into stranded capacity is helping Raxio make better use of existing infrastructure.



Single Source of Truth & Digital Twin

Raxio now leverages Sunbird DCIM as the single source of truth and digital twin of their data center, replacing 25 Excel spreadsheets spread across multiple sites and teams. "Sunbird is unmatched when it comes to virtual data center visualization. It truly functions as a complete digital twin of our environment, delivering everything we need and more. For us, implementing Sunbird was an easy decision," said Chamberlain.



Enhanced Customer Experience

Raxio's customers receive 3D visualizations of their racks and assets as part of the onboarding process. Raxio is working toward giving customers access to view their own cabinets which will be a significant enhancement for clients in remote locations who cannot always visit site. "It's definitely something that I can see all customers being very excited about," said Chamberlain.

Call 732.993.4476 or visit SunbirdDCIM.com

Based in Piscataway, NJ, Sunbird serves over 2,000 DCIM customers worldwide. For more information, please visit SunbirdDCIM.com.

© 2026 Sunbird Software. All rights reserved. dcTrack and Power IQ are registered are registered trademarks of Sunbird Software.