Sunbird DCIM Professional Services: DCIM Startup As Easy As 1, 2, 3

100% Supported Solutions

Sunbird's Data Center Services quickly put our customers on the path to easily manages their data center infrastructure with their new DCIM software. A Professional Service Engineer (PSE) will serve as a single point of contact to build a project plan, including DCIM best practices to ensure success.

Customers will be provided with detailed project plans, database population services, post-implementation verification, and training programs that enable administrators and end-users to efficiently manage their data centers.

With 100% supported solutions from Sunbird your data center infrastructure management transition will be easy and quick - getting you from where you are today to where you want to be tomorrow.

1. Import your existing data

With Sunbird's flexible discovery and import capability, you can get your existing data into our system in a snap. With our built in smart models library and support for existing Visio and AutoCAD floor maps, getting data in becomes a chore of the past.

2. Configuration services provide guidance

If you have a smaller site or want to tackle a larger one on your own, we offer a 4 day QuickStart Service to get you going. Turnkey implementation is also available so you can focus more on your day job.

3. Hands-on training ensures success

To ensure you get the most out of your investment, training is provided with both our service options by our implementation experts. Before we hand over the keys, we want to ensure you extract maximum value from your investment.

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Sunbird's Professional Services team is available to help you get up and running, fast and painless. Depending on your staffing needs and available time, choose from our two options - Turnkey and QuickStart Implementation and Training Services.

QuickStart: DCIM Support for DIY Installations

Get online fast and learn how to minimize interruptions to your day-to-day operations while maximizing your Data Center management effectiveness. With Sunbird's QuickStart you will learn the essentials about your new DCIM solution, product features, functionality, and system capabilities, and get the tools you need to successfully install your new Data Center management solution.

Throughout the four day on-site program a Sunbird Professional Services Engineer (PSE) will work with you sharing our best practices to help define a Statement of Work and Training program that enables you to be effective from day one.

With Sunbird's QuickStart, you receive:

- Joint review of a clear Statement Of Work (SOW)

- Starter Packet including:
    - Import templates
    - Quick setup guides
    - Implementation check-lists
    - Access to online support resources
    - Working system with starter cabinets
    - On-site support
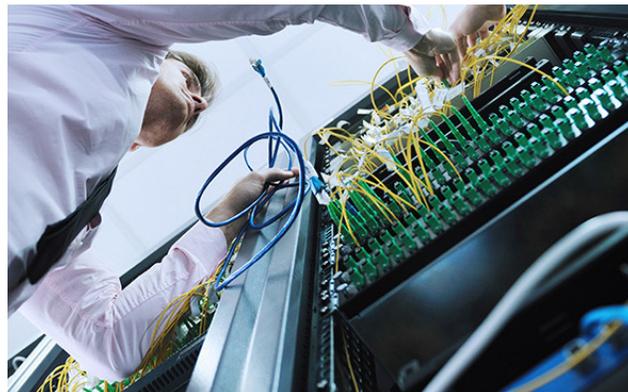
Sunbird's QuickStart also includes on-site support structured as follows:

1. Readiness Review & Initial Admin Training

Data Center Managers will learn the "how and why's?" of building a DCIM site through hands-on implementation and deployment training.

2. Build a Site in DCIM system

- Add Cabinets, Servers, Network, and Storage Data Center Managers will learn how to import and link drawings to create and configure cabinets, devices, and network connections.

- Configure power, networking, and environmental Data Center Managers will learn how to import and configure power and environmental devices and connections. Review daily/monthly system administration and maintenance activities.

3. End-User Training

Focused on end-users, change control, workflow and how to manage moves/adds/changes; dashboards and capacity planning; system navigation and reporting; search, filtering, and editing will be reviewed.

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Data Sheet

Turnkey: Leave All the Work to Us

Whether your current data center infrastructure information exists in the form of a spreadsheet or other tool, the migration and onboarding of a new system may take hours of time and effort. With Sunbird's Turnkey Services, you can get your DCIM system online fast without getting your hands (too) dirty. Sunbird's Turnkey Services essentially consist of three different modules with a Sunbird Professional Service Engineer (PSE) acting as the single point of contact, implementing and completing the project. The assigned PSE will initiate a kick off meeting and review with you a detailed work plan.

3-Phase Turnkey Approach

Phase 1:
Basic Setup and Planning

- Introduce and orient the project team

- Review detailed Statement Of Work and finalize project plan

- Baseline existing data for the DCIM system

- Review setup and configuration of DCIM system based on best practices and workflow

- Review any gaps or risks to success and develop an action plan

- Provide initial administrator training

- Basic set-up and Planning is done on-site.

Phase 2:
Data Collection and Migration

- On-site, Sunbird will collect the existing data center information directly from you and/or collect the data from the Data Center itself.

- Offsite, Sunbird will migrate and/or collect the Asset, Power, and Network management data from existing customer documentation and data. At the end of this phase you will have a populated database and a working system.

Phase 3:
End User Training

- Change control, workflow and how to manage moves/adds/ changes

- Dashboards and capacity planning

- System navigation and reporting

- Search, filtering, and editing

- End user training can be done on-site or by remote training sessions.

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Training: Gain Knowledge and Ensure Success

Training is a critical piece to the implementation and the quickest route to success with your DCIM Solution. Experience has shown that with proper training your data center staff will be ready to maintain DCIM system. Sunbird offers training courses for both DCIM system administrators and day-to-day end users to ensure that both the administrators as well as the end users gain the knowledge needed to manage and report the DCIM system. Sunbird offers utmost flexibility to get your staff up to speed with delivery on-site, remote, hosted, or online. Our goal is to walk away with the comfort that you're going to use the DCIM system and see value day one.

System Administration Training

- Target Audience: DCIM System Administrators

- Description: Sunbird Services will demonstrate how to add a new site or data center to the DCIM system, manage the workflow and change control processes, system maintenance and support, how and where to get answers, and how to create your own reports.

- Recorded for those unable to attend, for future reference, and for remote sites.

End-User Training

- Target Audience: Day-to-Day End Users

- Description: Sunbird Services will demonstrate how to perform moves/adds/changes; using dashboards and capacity planning; system navigation and reporting; search, filtering, and editing.

Online Video Library for Easy Adoption

- Take the module you are interested in or take all the modules

- New Features

- Software Installation

- Floor Plan

- Introduction and Navigation

- Visualization and Capacity Planning

- Adding and Editing Items: Device, Network, Cabinet,

- Communications, Power

- IP Space Management

- Change Control Process

- Reports

- SNMP Discovery

- Import Wizard

- Administrative Tasks

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 1,850 DCIM customers worldwide. For more information, please visit SunbirdDCIM.com.