Sunbird Software Maintenance Features & Benefits

Data Sheet

Get the Latest Security Updates and Vulnerability Patches

Sign up for maintenance today to receive software support services and access to new software updates, including:

- Major releases
- Minor/maintenance releases
- Bug fixes and patches
- Security updates
- Monthly Models Library updates
- Custom rules for asset models
- Multi-vendor support for third-party monitored hardware plugins
- Custom dashboard and report widgets

You need login credentials to gain access to the Sunbird Support Portal. Once you gain access, you'll be able to open and track support tickets, submit new feature requests, leverage chat support, and download software upgrade files and Models Library updates.

You'll also be able to view technical FAQs, product documentation, training webinar recordings, how-to videos, community forums, and technical bulletins.

"With DCIM software we now have an up-to-minute picture of capacities in all our data centers in terms of power, space, networking and cooling."

Joseph Keena | Manager of Data Center Operations , **UF Health Shands**

Protect Your Software Investment!

Sunbird DCIM licensed products annual maintenance provides tremendous ongoing value at a small fraction of the list price. Renew your product maintenance prior to the expiration date to ensure uninterrupted access to product updates, technical support, and more!

Benefits of a Valid Maintenance Contract

With a valid maintenace contract, you gain access to a multitude of resources on the Sunbird Support Portal, including:

Manage Tickets
Open tickets via the web and see the status and history of all your tickets

Chat
Get your questions quickly answered in real time by our online support agents

Knowledge Base
Search for help and answers to your questions

Training Videos
Watch "how to" videos and become an expert DCIM user

Community Forums
Access forums, see announcements, and share tips and tricks with other customers

New Feature Request
Submit new features to our product and development team

Online Help
Access user guides and searchable online documentation

Tools and Templates
Download templates and application tools to streamline configuration

Models Library
Download the latest model versions, updated monthly

Sunbird®
DCIM that's easy, fast, and complete

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SunbirdDCIM.com | (732) 993-4476 | 30 Knightsbridge Road, Suite 620, Piscataway, NJ 08854

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Open and Manage Support Tickets

Create and monitor all your Sunbird support tickets in a single place. Track ticket statuses, respond to tickets via email, view resolved or closed tickets, and sort your tickets by a variety of criteria to keep your knowledge fresh and top of mind.

Download Models Library Updates

Provision faster with Sunbird's Models Library. With over 40,000 models across 450 manufacturers, simply select a model and edit it to your desired specifications for every asset in your data center or create your own. Updated monthly so you'll always have the newest data.

Explore Sunbird Academy

Watch how-to video tutorials, trainings, and webinars hosted by Sunbird experts. Organized by product and completely search-able so you can find exactly what you need to make the most of your DCIM software.

Chat in Real Time with Sunbird Support

Chat live with Sunbird's US-based support team from anywhere and get immediate answers to your questions. Share files and webpage links to rapidly resolve your concerns.

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 efficiently 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.

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