Sunbird ServiceNow Change Ticket and CMDB Sync

Data Sheet

now Certified App

dcTrack Software

Intelligent Capacity Management

- Available power, space, cooling, network ports and power connectors
- Search, place and reserve
- Business intelligence and analytics dashboards

Change Management

- Workflow and audit log for all moves, adds and changes
- Requests, approvals and visual work orders
- Connect to your third-party ticketing and CMDB systems

Accurate Asset Management

- All data center physical resources and power/network logical connections
- Rich 3D visualization of all assets, connections and cabinet elevations
- All asset attributes such as configuration, maintenance and unlimited custom fields

"Using [dcTrack] to maintain documentation of assets' placement, data and power connections is easy and logical... It is our source of truth for what's in the data centers."

Rob Hansen, Engineer II Data Center Infrastructure Systems, **Comcast**

Workflow Process Automation

Simplify, automate and enhance your existing ServiceNow (SNOW) deployment with Sunbird's SNOW connector which syncs Sunbird's dcTrack DCIM Operations software to your SNOW instance. This creates seamless flow-through operations within your organization and dramatically simplifies how people work.

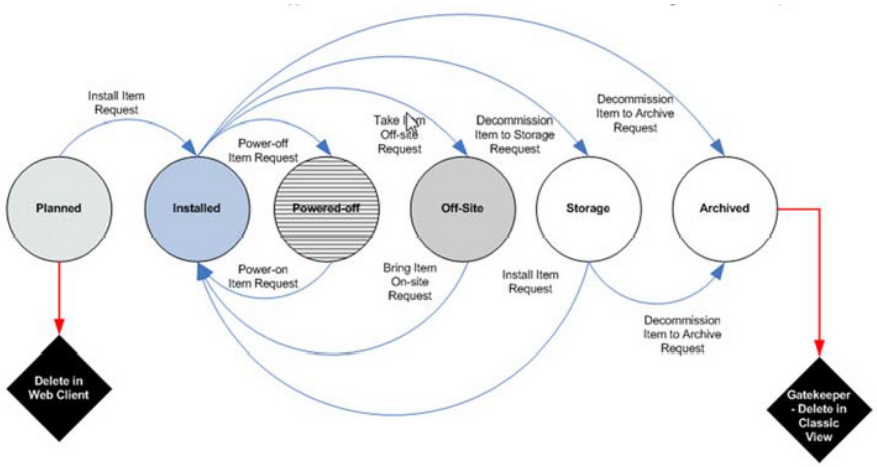
- Change requests in SNOW automatically feed and create tickets in dcTrack
- SNOW can display and report dcTrack ticket status and progress
- Automatically correlates critical data for change requests related to installation or decommissioning of data center equipment

Asset Sync

- Sunbird's certified ServiceNow app automatically syncs dcTrack with your SNOW assets and CIs.
- This bi-directional connector allows assets to be created in either dcTrack or ServiceNow with the asset being instantly created and synced between both.
- Models not present in the SNOW model catalog can be automatically added.
- Authorized users of either system can view, create and update attributes such as location, status and serial number via either system.
- dcTrack's business intelligence dashboards provide accurate capacity, asset and change analytics such as available network ports, assets by status, and requests per user.

Benefits

- Drive faster changes in the data center resulting in speed to getting business services online
- Synchronize data and maintain SNOW accuracy
- Improve cross-functional teamwork, transparency, and productivity of IT and Data Center Operations staff



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

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How eBay Drives Data Center Automation via Integration

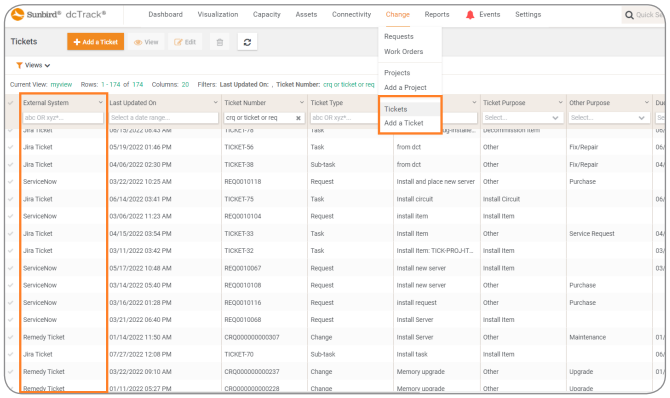
eBay uses Sunbird's dcTrack to remotely manage over 400 cabinets. They needed to reduce the manual effort of managing their data centers because with 600 updates being entered into ServiceNow every day, they didn't have the time to enter everything a second time in dcTrack.

"It's pretty significant if you were to think about having to do this manually or techs having to contact [us] as administrators and say, 'Hey, can you do this? Can you update this?," said Ken Torres, GCS Data Center Engineer. "It would just be almost a nightmare. But it isn't for us anymore because we are integrated and in pretty good shape."

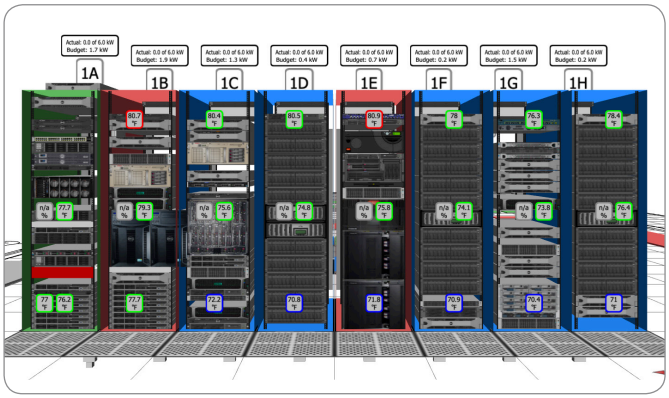
eBay carried out a comprehensive integration plan in phases that involved cross-functional collaboration on which fields would be synced across both systems and how they would be integrated.

"We are actually realizing much of the value of [integration]," said Torres. "We started out by targeting to significantly reduce database reconciliation between the two database platforms and we targeted the daily activities of adds, moves, changes, retiring assets, and things like that. Those are the routine things that happen in ServiceNow, and we needed to automatically populate them in dcTrack. We actually achieved that so that's cool." Watch eBay discuss their ServiceNow integration.

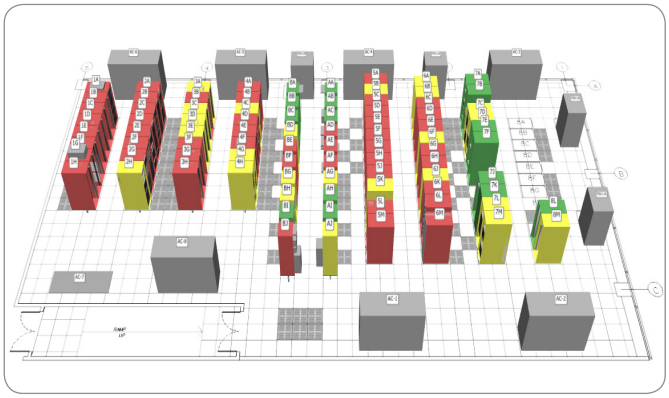
Bi-Directional Asset & Ticketing Support



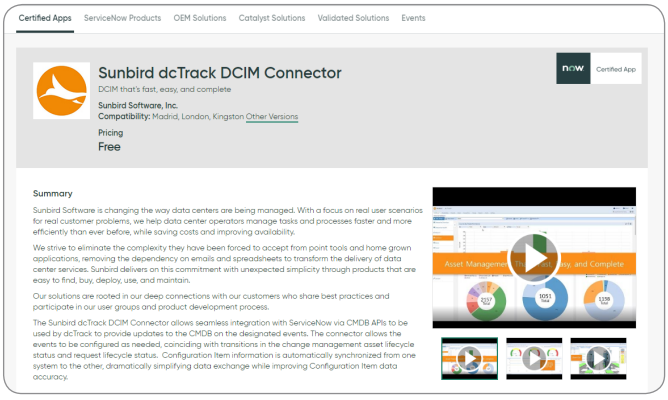
3D Cabinet Elevation View



Space and Power Capacity



Certified App on ServiceNow Store



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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 2,000 DCIM customers worldwide. For more information, please visit SunbirdDCIM.com.

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