

EBOOK

What Does It Mean to Be Enterprise-Class DCIM Software?



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

Introduction

Today's leading organizations rely heavily on data centers to provide the digital services and applications that modern consumers demand. However, just as these organizations are large and complex, so too are their data center environments, and they must be properly monitored and managed to ensure business continuity.

Legacy management tools like Excel, Visio, open-source, and homegrown tools are often used to manage data center operations, but they are not designed to meet the complex business needs of the world's largest organizations. Even first-generation DCIM tools are painful to use and fall short in helping organizations maintain uptime, optimize capacity utilization, and improve productivity.

Enterprise-class organizations need enterprise-class, second-generation DCIM software that provides:

1. Scalability
2. Reliability
3. Interoperability
4. Manageability
5. Low total cost of ownership
6. Partnership
7. Security

In this eBook, you will learn how Sunbird's second-generation DCIM software excels in these key areas to provide a modern data center management solution you can trust.



Scalability to support you as you grow.

#1

Enterprises have massive global data center footprints that can span thousands of cabinets, millions of assets, and thousands of personnel. They need a data center management solution that can accommodate their expansive environment without performance issues.

Sunbird DCIM is extremely scalable to meet the needs of any organization.

Sunbird's polling architecture is specifically designed for big data with the ability to collect 500 data points per rack per minute. It's in our DNA to collect granular outlet-level data from intelligent rack PDUs.

Sunbird is field-proven to collect more than 11 billion data points every day and is battle-tested with customers that have 300,000 racks and one million daily API calls.

A Sunbird DCIM license includes unlimited sites, assets, and custom fields at no additional cost so that the solution easily scales to meet the needs of your growing organization.



“The software has performed the way we needed. It has grown with us.”



Joseph Keena, Data Center Manager, UF Health

FROM THE EXPERTS:

“We have many thousands of assets across many asset classes. These assets are distributed around the world in a variety of locations ranging from small locations with only a handful of assets to very large sites with hundreds of racks and tens of thousands of assets.”



Michael Garito, Senior Data Center Program Manager, Akamai

Reliability to ensure smooth operations.

#2

Reliability is key when it comes to managing mission-critical infrastructure. Reliability ensures that all users can get the information they need when they need it to improve uptime and efficiency and keep projects moving in the data center.

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Sunbird DCIM offers built-in high availability to operate continuously without risk of failure. The solution includes a hot standby option at no extra cost which is a form of redundancy that provides immediate failover to another system in the event of a primary system failure.

Sunbird's software undergoes professional testing and quality assurance processes to ensure that every release is reliable. The solution shares a common OS, database, and internal components for all customers, which makes it fast and easy to update security or resolve bugs.

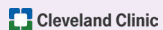
Developed by experienced engineers, Sunbird DCIM is designed for ease of use, maintenance, and management. The software instance can be moved just like a virtual machine, and it leverages automatic backups to meet your restore-to-service service level agreements. The solution is deployed on a hardened downstream Red Hat Enterprise Linux (RHEL) kernel, which has passed a rigorous set of quality assurance tests.

Plus, with Sunbird, you don't have to worry about additional software license costs and "other stuff" being loaded on the box as you might with less reliable vendors.



 FROM THE EXPERT:

"Product is extremely intuitive and reliable."



Davis S., DC Tech Team Lead, Cleveland Clinic

Interoperability to work with what you have.

Today's data centers are complex and distributed. Managing them traditionally requires many tools and a lot of manual effort which is time-consuming and error-prone which can lead to delays, inefficiencies, and downtime. To overcome these challenges, data center professionals are turning to automation via integration, which involves deploying modern DCIM software with out-of-the-box connectors that automate data entry, eliminate swivel chair management, and streamline workflows between data center operations, facilities, and IT teams.

Sunbird offers the extensive support for third-party software and hardware, providing a vendor-agnostic solution that works with what you already have. The software features a fully-documented REST API for every standard and custom field, and it is proven to handle over one million API transactions a day.

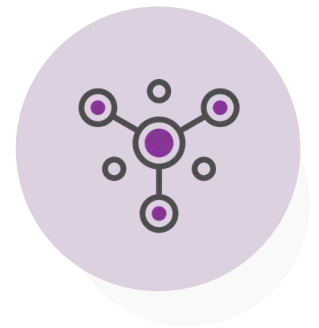
Sunbird's certified ServiceNow connector app and universal CMDB connector enable bidirectional communications to create, read, update, and delete assets through either DCIM or ServiceNow, BMC, Cherwell/Ivanti, and homegrown systems.

The universal ticket connector can integrate with ServiceNow, Jira, and other ticketing systems to reduce manual effort, eliminate work requests through random emails, and provide an organized worklist with real-time status updated automatically between systems.


The VMware connector allows for one-way communication to update dcTrack with clusters, hosts, and virtual machines, making it easier to manage virtual assets and correlate VMs, hosts, power utilization and capacity.

With Sunbird's APIs, you can integrate with any system that has the appropriate APIs. Customers have integrated Sunbird DCIM with Dev Ops tools like Ansible, Chef, Jenkins, and Puppet, BMS tools like those from Siemens, Johnson Controls, and Honeywell, productivity tools like Microsoft Teams and Slack, and much more.

All database information is accessible through a read-only ODBC interface, and a full audit trail of all changes and alarms is maintained, enabling a connection to enterprise-class monitoring and auditing systems via a JSON push.



"Automation will make our provisioning process zero-touch from the point at which a cabinet is installed, cabled, and powered."

 Tony Lincoln, Principal Dev Ops Engineer, Workday

FROM THE EXPERTS:

"We're going to use the ServiceNow integration so that when our operations team adds the serial numbers and asset tags, it'll automatically populate in dcTrack. That saves a pretty big step for both our teams."

 Ken Torres, Global Data Center Engineer, eBay

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