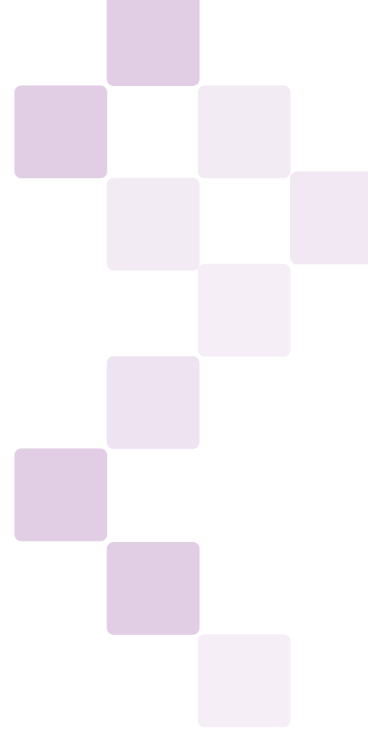EBOOK

# From Spreadsheets to DCIM:
# 3 Real Customer Success Stories



**Sunbird®**

DCIM that's easy, fast, and complete.

# Introduction

**Managing a data center is not easy.**

Today's data center professionals must maintain uptime, improve sustainability, increase the efficiency of capacity utilization, and boost the productivity of people in more complex and more distributed environments than ever before.

Shockingly, Excel spreadsheets are still commonly used, even by the some of the most modern organizations. Data center professionals tell us that manually managing multiple spreadsheets is painful because it is time-consuming, difficult to maintain, and prone to inaccurate data due to human error.

However, the emergence of second-generation Data Center Infrastructure Management (DCIM) software has changed everything. Purpose-built to resolve the most common pain points of today's data center managers, DCIM software is proven to dramatically simplify data center management.

We see more data center professionals switching from Excel to DCIM software every day, and they are realizing monumental ROI.

Rave reviews are common, such as:

> "Moving away from manual data entry and management via multiple spreadsheets is a thing of the past we'd never go back to."
>
> Greg Rybak, Wiley
>
> WILEY

In this eBook, we will highlight three real-world enterprise customer stories of how data center managers are realizing enormous benefits and dramatic ROI with DCIM software after having lived through the pain of managing their data centers with spreadsheets.

# From Spreadsheets to DCIM: 3 Real Customer Success Stories

# Merck moved off spreadsheets to manage their parts and spares.

# #1

**Merck is a multinational pharmaceutical company ranked 71st on the 2022 Fortune 500 list.**

Like many organizations, Merck used to use Excel spreadsheets to track their data center assets and parts inventory. According to Jeff Carlton, CTC Data Center Engineer/DCIM Global Data Center Engineering, Merck, this is "the old way of tracking our inventory at several different sites all managed by different people and different teams."

"We typically had two sections of our spreadsheets: the assets section and the parts section," said Carlton. "When we brought on DCIM, the assets section got taken care of with dcTrack, but the parts were still a problem and remained within the spreadsheets. This comprised of our memory, hard drives, power supplies, SFPs, and PCI cards."

When their DCIM vendor introduced a Parts Management feature, Merck was an early adopter, eager to resolve their pain points of manually managing multiple spreadsheets. They began by building their own parts library with customizable parts templates based on the data they already had on their spreadsheets. They also used custom fields to track any attribute about their parts that they wanted. By configuring thresholds on parts counts and enabling alerts so they are notified when thresholds are violated, Merck knows exactly when they are running low on a certain part and need to resupply.

> "We were able to take our list off our spreadsheets and generate the standardized library of all our different parts models," said Carlton. "Taking that data and applying it to the actual list, we're generating a large inventory of over 500 parts now between two data centers."

Finally, Merck can search, sort, and export an audit log of all their parts transactions to know everything that's happening with their parts. "Looking at the transaction for a part, we're able to keep up with who is consuming them for a project. It allows us to keep track of what's going on and align part usage better than what we had seen using a spreadsheet," said Carlton.

**Watch Merck explain how they manage their parts inventory.**

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