EBOOK

From Spreadsheets to DCIM: 8 Real Customer Success Stories

Sunbird®

DCIM that's easy, fast, and complete

Introduction

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.

Yet, Excel spreadsheets are still commonly used, even by 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.

At Sunbird, we see more data center professionals switching from Excel to DCIM software every day. They are realizing enormous value and sharing their successes, with testimonials like:

> **"Manual data entry and management via multiple spreadsheets is a thing of the past we'd never go back to."**
>
> Greg Rybak
>
> WILEY

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

Merck moved off spreadsheets to manage their parts and spares.

#1

Merck is a multinational pharmaceutical company ranked 65th on the Fortune 500 list as of 2026.

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 at 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 Sunbird introduced the 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's educational webinar.

The World Bank improved asset lifecycle management across their data centers and telco closets.

#2

The World Bank is an international financial institution that provides funding, policy advice, and technical assistance to developing countries to reduce poverty and promote sustainable economic development.

To support this mission, the organization deploys technology assets across two colocation facilities, 80 telco closets in their headquarters, and 180 telco closets in almost 400 country offices around the world.

THE WORLD BANK

Before expanding their Sunbird DCIM deployment beyond their data centers, the World Bank relied on spreadsheets and ServiceNow to track the technology assets in their country offices' telco closets.

According to Frank Butler, Senior Project Officer at World Bank, "Global asset management is complicated with lots of interactions and hand-offs taking place trying to get equipment and systems to their final locations. We can use the integration with dcTrack and ServiceNow to validate that systems are where they are supposed to be and can manage them throughout the asset lifecycle."

"We want to work with the local offices to get them up to speed on dcTrack so they can accurately represent what's in the telco closets from an elevation perspective. Then, we want to connect the UPSs and managed power strips so we can get alerts and automate them back to our network operations center in Washington, DC," said Butler.

By extending Sunbird DCIM to these remote sites and integrating dcTrack with ServiceNow—which is also integrated with SAP—the World Bank has automated provisioning from purchasing to deployment, reducing manual effort and increasing visibility across teams.

"Having that kind of effort and visibility from these teams is something that, before using this tool, we never would have conceived of doing," said Butler.

Read the World Bank case study.

Vodafone dramatically increased their data center sustainability.

#3

Vodafone is a telecommunications company that's trusted by more than 300 million mobile customers, 28 million fixed network customers, 22 million television customers, and 6 million business customers around the world.

Vodafone has sustainability goals to reduce the carbon footprint of their data centers. They needed powerful and reliable DCIM software that would enable them to increase their energy efficiency and maximize the utilization of their existing facilities to defer building new ones.

"Sunbird provides the ability to measure, monitor, and document what is actually happening in our data centers. Then, we can implement things to keep the costs down," said Andrew Marsh, Senior Manager for Infrastructure and Data Centers at Vodafone UK. "We can actually measure the individual temperatures in a cold aisle so we can see the Delta T. That allows us to raise the temperatures in the cold aisle which saves us a a large amount of money."

Sunbird DCIM also allows Vodafone to plan and manage their power, space, and cooling capacity more efficiently. By instantly finding available capacity, they can make smarter and faster deployment and management decisions.

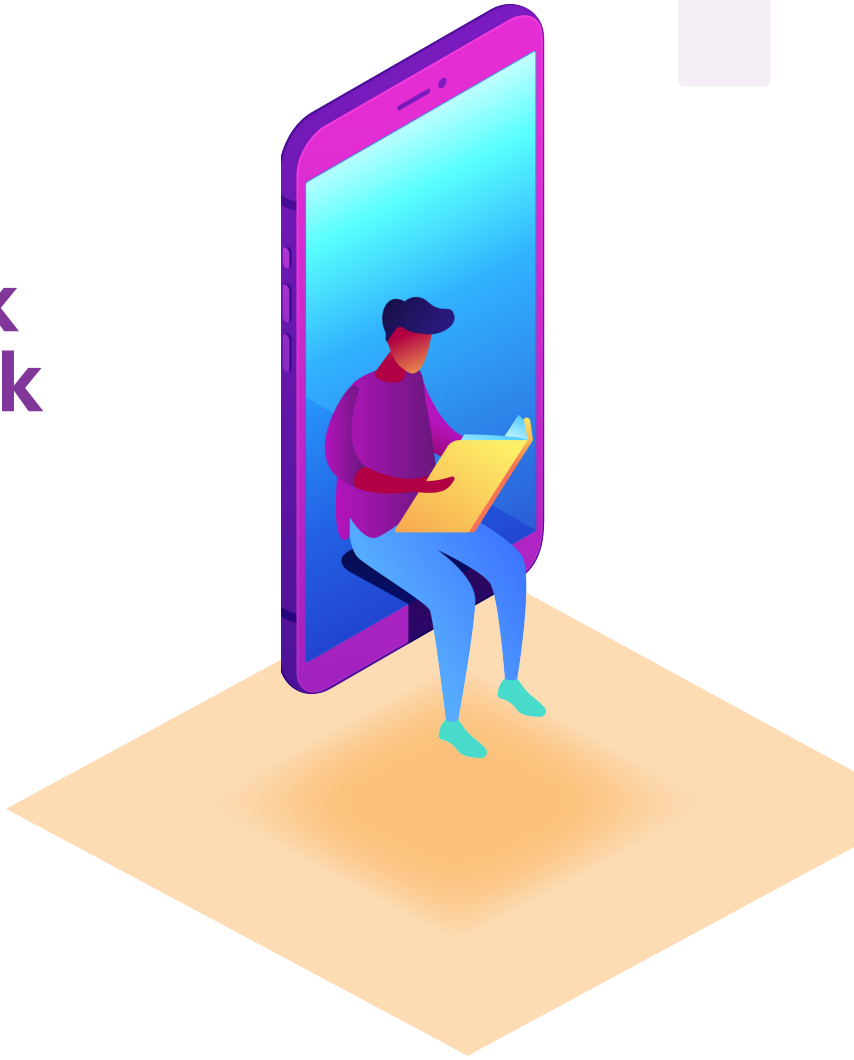
"Because we're getting real power readings, we don't have to go off of the device nameplate ratings," said Marsh. "We're getting better densification in our data centers which prevents us from having to build more facilities. In one room, we were able to do a 4-1 server consolidation exercise so we're saving 75% power. It's only by measuring things using Sunbird that we're able to do that."

Vodafone has a small data center team, but with Sunbird DCIM they are able to keep up with demand, deploying 200-300 servers every couple of months. "The solution is very intuitive, and support is always there when we need it," said Marsh.

Read the Vodafone case study.

Get the full eBook by clicking the link below.

Download My Free eBook



Sunbird