Nlyte Software

CASE STUDY

Telstra

NLYTE VIRTUALIZES PLATFORM, REDUCES COMPLEXITY AND IMPROVES UPTIME

Quote:

"With over 55,000 remote sites, it is not practical to have skilled people service each one of them. With this advanced technology, we will be able to move in workloads in advance to reduce cost and improve 'up-time.'

"Reporting and dashboarding out of the box is 'crazy good.' All the reports you could want, while building your own is easy, and Nlyte Support is super helpful."

- Mark Tucker
Innovations Specialist
Telstra

As Australia's leading telecommunications and technology company, Telstra offers a full range of communications services that compete in all telecommunications markets. Data centers are an important backbone of how those services are delivered to Telstra's customers. They had been using data center infrastructure management (DCIM) tools in the past for almost 12 years, including Rackwise and Schneider. Increasingly, their environment was outgrowing the capabilities of these previous vendors, and they realized it was going to be difficult for these tools to meet their future needs. The environment then consisted of 26 servers spread across Australia and they struggled to manage 10,000 racks across 22 sites. Growth with the existing tools was going to be complicated, costly, and still have limitations.

> "We could not measure power at a granular level and it was manual work to try and recapture stranded capacity; Nlyte does that for us now."
>
> *– Mark Tucker*
> *Innovations Specialist*
> *Telstra*

The Telstra team spent five years assessing their needs and growth aspirations. They were looking for a dedicated company in the data center management market that could provide advanced automation, AI, machine learning, and an overall aggressive roadmap. Nlyte Software was chosen because the solution met all of their criteria.

The organization recognized several benefits shortly after the first phase of the Nlyte implementation. Telstra was able to reduce the 26 physical servers down to 8 virtual servers while expanding to 30,000 racks across 436 sites. This implementation allowed them to virtualize the platform, change their system architecture, reduce complexity, save money with better power management, reduce licensing costs, and improve uptime and support. The team is also on the path to retire eight legacy applications that Nlyte's DCIM make redundant.

The Telstra team can now perform more accurate floor space and workspace planning, improving resource efficiency while also reducing costs across the board. The team is currently integrating DCIM with their ServiceNow service management system and anticipates enhanced communications between the IT and data center teams in order to improve SLA's.

- Radically simplify our product offerings, eliminate customer pain points and create all digital experiences
- Establish a standalone infrastructure business unit to drive performance and provide future optionality post the NBN rollout
- Greatly simplify our structure and ways of working to empower our people and serve our customers
- Industry leading cost reduction program and portfolio management

Telstra

DCIM Across the Organization

Approximately 200 users are working with the Nlyte DCIM system. There are 30 people delivering vertical and horizontal data center and exchange planning, and a team of 5 focusing on capacity planning. Fifteen facilities team members are leveraging Nlyte for auditing and space planning. The IT group uses the solution to access lifecycle management, space planning, cabling, and network connectivity information. Finance teams leverage Nlyte for an internal chargeback to business groups of power, space, and cross-connect services, along with organization-wide evaluation of the cost of ownership of their computing assets.

The Future and Beyond

Telstra has always been an innovator deploying advanced technologies. Currently, machine learning (ML) and artificial intelligence (AI) are in the works. As the infrastructure team virtualizes more and more of their environment, these technologies will allow them to predict virtual outages and identify where the impacted workloads can be moved quickly and reliably through automation. ML and AI will identify lower-cost power locations by site so workloads can be transferred to the most cost-effective infrastructure at that time.

Telstra has thousands of sites across the continent, from 20 to 30 MW down to phone-box size deployments, making it impossible to send skilled workers everywhere and rely on local staff.

Augmented reality technology will be critical for remote sites, offering local teams the expertise of experienced remote staff via AR glasses. In addition to Support, AR will aid in audits and compliance checks for core data centers. It was a bonus that Nlyte is way ahead in AR technology and partnering with Telstra to implement it across their infrastructure.

Robots are expected to join the data center team in the not-so-near future. With Nlyte's DCIM solution, the robot assistants will help support such efforts as security, provide access to white spaces and secured equipment, perform rack audits (scans), aid in technical support, while also "walking" the floor monitoring for temperature, humidity, and human movement.

Nlyte Software helps teams manage their hybrid infrastructure throughout their organization – from desktops,networks, and servers to IoT devices – across facilities, data centers, colocation, edge, and the cloud. Using Nlyte's monitoring, management, inventory, workflow, and analytics capabilities, organizations can automate how they manage their hybrid infrastructure to reduce costs, improve uptime, and ensure compliance with organizational policies.

Nlyte Software is part of Carrier Global Corporation, the leading global provider of healthy, safe, sustainable, intelligent building and cold chain solutions. For more information, visit or follow .

Web: **www.nlyte.com** / eMail: **info@nlyte.com**

USA: **+1 866 386 5983** / EMEA: **+44 208 8777222**

Nlyte Software