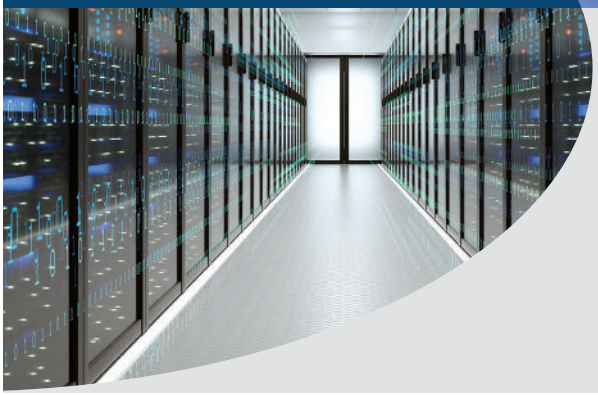
NIyte Software

CASE STUDY



Computacenter

INTEGRATION FLEXIBILITY, RAPID IMPLEMENTATION AND GRAPHICAL REPORTS

Introduction to Computacenter

Computacenter, with more than 10,000 employees and revenues of over £3 billion (US$ 3.7 billion), is Europe's leading independent provider of IT infrastructure services. The company advises customers on their IT strategy, implements solutions and manages their technology infrastructures, helping them to remove IT cost, complexity and barriers to change.

Computacenter delivers managed hosting services from highly available Tier II to Tier IV data centres in Romford, Manchester, Leeds and Nottingham in the UK and in Frankfurt, Germany. These services cover everything from rack design and cabling, remote management, 24x7 incident/change/access requests and on-site support, detailed asset and power reporting to carbon monitoring and optimisation services.

Computacenter launched Computacenter cloud computing (C3) to offer organisations the ability to adopt the cloud, using an optimal blend of onsite and offsite IT delivery models.

Computacenter first started to think about data centre infrastructure management (DCIM) when the company acquired Digica (a provider of data centre services). Digica focused on providing SAP outsourcing services and had data centres in Warrington, Leeds and Nottingham plus an off shore operation in Cape Town South Africa.

Simon Brickett, Head of Data Centre Services at Computacenter was responsible for managing the integration of all of Digica's data centres into the existing Computacentre estate. His challenge was that Digica did not have effective data centre management systems in place so could not tell him centrally what assets or capacity availability they had.

From a wider perspective, Computacenter was opening a number of new data centres and Simon wanted a tool that would enable him to plan and forecast the most effective use of both new and existing data centres to meet growing business demand. He also needed to track and manage the ever increasing costs of power through accurate metrics rather than manufacturers' specifications. With a goal of having any new data centre operational on the 1st day of opening, starting with one in Manchester, he needed to know precise weight and heat measurements to plan floor layouts and power and cooling requirements in advance.

> "It never ceases to surprise me that there are major data centres in operation today that don't have a DCIM tool such as Nlyte."

Simon decided that to achieve his goals he needed a fully functional DCIM solution. He felt sure that there must be a better solution than the Microsoft Excel spreadsheets they were currently using and started to research DCIM tools.

According to Simon, the Nlyte solution stood out through its ease of use, impactful visual representation, flexibility for integration with existing toolsets and rapid implementation potential. There was also felt to be a good cultural fit between Nlyte and Computacenter. Simon felt that Nlyte would listen to Computacenter and to the wider demands of the data centre industry and do whatever was needed to deliver a solution that supported Computacenter's goals.

Nlyte was initially installed into Computacenter's Manchester data centre which was a green field site. The implementation process was so straightforward that Computacenter staff managed it themselves after attending the standard Nlyte training course. Nlyte supported Computacenter for the slightly more complex Leeds and Nottingham data centre installations.

The Nlyte solution has drastically cut the time it takes to do many common data centre tasks. Computacenter no longer has to undertake a manual two week audit every time maintenance work needs to be scheduled. Maintenance can be planned and scheduled immediately using accurate

and up-to-date information. Full data centre estate audit time has been cut from three weeks to less than one week and saved the costs of temporary resource to perform the audits.

DATA ACCURACY - Instant Key Performance Indicator (KPI) audit reports are available for each data centre, giving staff 100% confidence in the status of all their data centre equipment and enabling more effective planning and decision making while cutting the risk of error. The data is accurate because it's based on real-time information rather than static and almost immediately out-of-date spreadsheets.

OPTIMUM UTILISATION AND POWER MANAGEMENT - The Nlyte capacity planning and management functionality enables rapid understanding of thresholds and ensures that cabinets and floor standing assets are placed in the most suitable locations. With this level of information, Computacenter can plan for optimum data centre utilisation while drawing the minimum amount of power and cooling.

Having access to power draw and historic power information over a period of time through integration with power strips enables Computacenter to have an almost real-time (30 minute) view of the running cost of each asset in the data centre. Usage and lifecycle replacement can be planned accordingly.

CUSTOMER SERVICE - Immediate visibility of data centre power and floor space capacity gives Computacenter the ability to map capability against overall revenue and revenue per rack. Customers can be charged for their actual power usage rather than an estimated share of overall data centre power consumption. This will become even more important when data centres have to pay their share of the UK Government's Carbon Reduction Commitment Energy Efficiency Scheme (CRC EES) carbon tax bill.

Customers have also benefitted because Computacenter's service managers have access to bespoke Nlyte reports for each customer. These highlight potential issues and areas where improvements can be made and facilitate discussion of service and planning at an individual customer level.

In addition, data centre staff have been freed from spending hours producing management reports. The Nlyte solution provides immediate access to a wide range of tailored graphical reports including real time power, remaining cooling, cabinet heat load and free space.

Computacenter has since used the Nlyte Web Services API to develop integration between the Intermec CK3 Barcode Scanner running Microsoft Windows Mobile and Nlyte. The integration enables information collected from on-site scans of data centre equipment to automatically update the Nlyte Performance Management Database (PMDB). This information is used to raise discrepancy "red flags" into Computacenter's Incident Management system, to audit cabinet and chassis placement against the Nlyte PMDB and to immediately query, update, add and remove asset information from within Nlyte, providing fast and effective tracking and correlation between physical assets and the master Nlyte system.

Summary

Computacenter has seen huge value from the implementation of their Nlyte DCIM solution and it has changed the way they operate, enabling the introduction of organisation-wide best practice processes for data centre management. The new appointment of an Nlyte design consultant will help to continue the development and implementation of Nlyte and the introduction of DCIM across the company.

Simon's message to anyone looking to implement DCIM is to treat it as both a solution and a process change. To ensure success, a company must have the right processes in place to support DCIM adoption and must also make sure that the solution and accompanying processes are adopted by everyone involved.

Computacenter

Information Technology including data centre managed services

- Integrating the data centres of a newly acquired data centre services company
- Planning for and supporting increased business demand for data centre services including cloud initiatives (C3)
- Managing effective use and cost of data centre capacity, space, power and cooling
- Differentiation in a highly competitive marketplace

Nlyte DCIM suite

- Customers' service tailored to meet individual needs including charging according to exact power usage and carbon footprint measurement
- Data centre infrastructure and layout designed for optimum performance and maximum efficiency
- Data centre maintenance planned and scheduled immediately instead of requiring a 2 week audit time
- Data accuracy driving improved and faster decision making and cutting the risk or errors
- Audit time cut from 3 weeks to less than 1 week

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 .

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