

“Small Team, Big Results”

Problem

As a large cross functional team of Data Center Operations and Technical Operations, they are required to monitor outages 24/7. Relying on the human element, using an unreliable set of spreadsheets and constantly putting out fires with no way to validate data, their manual process had become completely unacceptable and termed disorganized chaos.

Solution

Post Cormant-CS DCIM deployment, this customer has:

- An organized process and a useable solution for their main data center that offers a visual representation of their data.
- Onsite audit capabilities that generate relevant information accurately.
- Reliable, user defined custom and historical reporting.
- Change management with both online and offline mobility.
- The ability to identify and decommission older equipment very quickly.
- An annual ROI savings of approximately \$70,000.

DCIM Made Simple

“Cormant-CS won’t solve the world’s problems but it certainly has solved our data center infrastructure management problem. This was DCIM made easy!”

Gus, Data Center Manager

About this New Cormant-CS User

An American-based data analytics and risk management firm serving customers worldwide in insurance, energy, financial services and other specialized markets by providing data analytic insights to help make better more focused decisions that minimize risk and maximize value.

The Main Data Center

The Cormant-CS software solution was first implemented in order to manage a 10,000 sq ft., 250 rack main data hall on the East Coast of the United States. With a Tier 3+ Data Center rating, this data center features specifications to include 99.982% uptime, no more than 1.6 hours of downtime per year and N+ fault tolerance providing at least 72-hour power outage protection.

DCIM Requirements Defined by the Technical Team

In order to provide the most successful DCIM solution, this customer’s Technical Team defined the requirements needed within the chosen DCIM solution to include:

- **A Single Repository of Data**, to replace existing unreliable spreadsheets.
- **Capacity Visualization**, including ability to visualize capacities at the Rack, Row and Datacenter levels. Visualizations of floor plan, rack views, critical alerts and KPI’s on user defined dashboards. Data visualizations based on real time queries of power and environmental hardware in the Datacenter.
- **Audit Capabilities**, to track change and update asset and cabling records with in-field barcode scanning.
- **Asset Lifecycle Management**, full asset lifecycle tracking for all infrastructure assets. Must include features to manage an assets full lifecycle from Order, Receipt, Storage, Staging, Commissioning, Deployment and Decommissioning. All changes should be logged in asset history and history should be filterable and exportable.
- **Connectivity Management**, all data connections, active and passive, copper and fiber, and all power connections, street to chip.
- **Labeling/Barcoding Assets**, to facilitate the fast and accurate updating of asset and connectivity records.
- **Mobility**, online access to records with full update capability via Windows, Android and iOS devices.

The Customer DCIM Evaluation Process

Multiple DCIM software solutions were analyzed and reviewed over a 12-month period before deciding that Cormant-CS was the solution of choice. The decision came down to the straightforward ease of use of the Cormant-CS system. Cormant’s value proposition was unmatched and included a feature rich, mature DCIM solution and guaranteed deployment and training project costs.

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Contact Us for more information or a demonstration of Cormant-CS.

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Cormant-CS Deployment and Delivery

Upon final approval from upper management, the Cormant-CS deployment process began. Consistency and accuracy of data were of top priority and the client began the process of collecting inventory data. This data was then presented to the Cormant-CS Implementation Team as an accurate and detailed representation of all asset information including asset tags, serial numbers, makes, models and Rack Unit locations. To ensure consistent data collection practices the client dedicated a detail oriented individual to deliver this inventory. While not a complex implementation, the client was dedicated to following all of Cormant's best practice deployment recommendations, this allowed the client to start into an ROI phase immediately.

"The Cormant-CS Sales, Implementation, Training and Deployment Teams have exceeded our needs in giving us access to immediate and accurate reporting tools." Gus, Data Center Manager.

Cormant-CS and Integrations

Cormant-CS has successfully been deployed and is acting as a single data repository of trusted accurate data. This data can now be enhanced with other datacenter tools the client is using. Potential integrations with FieldView and ServiceNow, are being considered to leverage the Cormant-CS data across the wider IT enterprise.

Cormant-CS Current Reality

With approximately 20 people using the Cormant-CS DCIM solution daily at their main location, on average, the customer is saving 5 hours per day. Yearly this equates to over 1,300 person hours, freeing these resources for other tasks while positively impacting the Cormant-CS Return on Investment (ROI).

With Cormant-CS initial deployment completed the client realized some instant benefits including;

- Access to over 6,000 equipment templates that include asset information like RU, Power plate, BTU Plate and front and back or rack images.
- Easy searching and lookup of equipment details. The client is often given a list of IP address and asked to locate the equipment, this can be accomplished in seconds in Cormant-CS where before it would take hours or days.
- 3D Visualization of nested floorplans with color coded capacity alert views.
- Enhanced reporting with visualization of capacity metrics on Dashboards.

Cormant-CS and Customer Feedback

This project was successful based on the participation of key client decision makers and team members who worked with the Cormant-CS deployment team to ensure the DCIM project was appropriately scoped, planned and executed. Specifically noted, the presentation to senior management by Brad Beamish of Cormant during the pre-sale as well as the training process exceeded the client's expectation and was ultimately the deciding factor of a successful rollout.

Some recent Cormant-CS enhancements to Alerting and Dashboard widgets have been a game changer for this client.

"The Cormant-CS Alerts module means the operational team get an instant notification of critical issues. The Dashboard view allows us to prioritize events and make the best use of our small operations team"
Gus, Data Center Manager

Successful project required a true partnership between Cormant and the client

"Gus and his team were crucial to the success of this project, they had a clear vision of what they wanted to accomplish and we tailored this project to meet their unique project concerns while ensuring all Cormant deployment best practices were observed." Brad Beamish – Cormant, Director of Professional Services.

Team Future Plans

The Client plans deployment of Cormant-CS to all other Data Center locations worldwide with increased integration of the Workflow module into their daily operations. Site asset audits using mobile devices and barcodes and integration with ITSM and Facilities tools are all under consideration going forward.

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