

**Avantex Australasia Pty Ltd**



# DCIM Review : Asset Management Case Study

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## Organisation

- NSW State Government Department.

## Issue

- High number of assets across multiple sites.
- Each asset can have up to 15 different stakeholders e.g. one team responsible for the physical unit, one for the applications, one for the network cabling, one for the licensing, one for the racks, one for the real estate etc.
- There is no single process or manual of procedures being employed by disparate teams. Each team collects different information, uses different naming conventions, stores information in different formats and locations, and these internal systems do not talk with one-another.
- There was no way to quickly or accurately track the number and value of assets, or the location and ownership of assets and their various sub-components such as operating systems, applications, network cabling etc.
- There was no way to accurately measure what DC space was being used effectively or plan for further acquisition of equipment, space and other resources.

## Need

- Develop a single source of truth that can be managed and controlled by a dedicated resource and enforce the accurate recording of all changes made.
- Prepare daily reports on the physical and financial status of all assets within the data centre environment.

## Solution

- The Department purchased a license for Cormant-CS (formerly CableSolve) software. Starting small initially to cover 15,000 ports, they subsequently upgraded over a period of time to 80,000 ports to cater for all data centre sites.
- Initially the system had 7 users with full administrative rights, but the Department quickly decided that in the absence of formally documented and adopted DCIM procedures, they were best to restrict full administrative rights to a single user who became the guardian of quality collection and management of information.

- With this level of control in place, the department could confidently invest in a full DC audit, capturing accurate information about all equipment, applications, locations, space and connectivity. Up to 80 attributes are accurately updated and reported on regularly, feeding relevant information into all stakeholder teams and importantly up the chain to director level stakeholders who now monitor the financial aspects of all data centre assets and locations.
- The Department currently has 8 system users across their data centre sites. These users are able to perform moves, adds & changes (MACs) and with the use of hand held technology, every MAC can be accurately recorded in real time. Whilst the Cormant-CS system does provide hand held, desktop, web enabled and mobile access to the system, the Department has found that having staff use the hand held units to carry out work orders and record all MACs in situ is the best way to ensure works are completed and accuracy is maintained.

## Benefits

- One immediate benefit of the DCIM solution was the identification of data centre space being used to 'store equipment' not yet in use. This enabled the Department to improve utilisation of existing assets and postpone investment in new equipment.
- Another significant financial benefit was the saving in maintenance fees. Being able to run a report that identified decommissioned and missing equipment that was still covered by ongoing maintenance contracts resulted in considerable savings.
- Ongoing the use of automated scheduled reporting means that real time data is being uploaded daily to the Department's CMDB. Reports are automatically run every night at 2:00am, making the information available to Directors and stakeholders as soon as they arrive at work the next morning.

## Next

- The results of this DCIM implementation have been measurable and have directly affected positively on the financial performance of the Department. So much so that the primary user and sponsor of the solution has been tasked with incorporating all assets that are believed to be located throughout all remote sites.
- This challenge is expected to be made somewhat simpler through the use of 'sniffing' functionality available through the Cormant-CS platform. Stay tuned for a subsequent update on how this next challenge is met.