

# Sunbird's Data Center Infrastructure Management (DCIM) solution manages British Airways' 6 Data Centers



Case Study



British Airways (BA) is a full service global airline, with an extensive route network flying from its Heathrow and Gatwick hubs as well as to and from many regional and international airports. Following its merger with Iberia to form the IAG group, British Airways has become the world's third largest airline.

AIT was approached for advice on updating and extending the data center infrastructure management tools it uses to allocate space, control work flow and aid capacity planning across its 6 data halls in two sites near BA's Waterside HQ at Heathrow.

## The Challenge

British Airways already had a data center infrastructure management (DCIM) across the some of its IT infrastructure that it wanted to refresh and extend.

The client was looking for a single, yet flexible, solution to manage server allocation, fibre/cable patching as well as to plan future utilization, power and cooling capacity needs for clearly.

## The Solution

AIT provided Sunbird's dcTrack, a DCIM solution that provides with real-time information about BA's facilities, networks and IT. dcTrack software shows the IT infrastructure graphically to help manage placement of IT equipment, make informed capacity management decisions and keep accurate track of data center assets.

*“ All provided expertise and man power to audit and upload data, incorporate our modifications, and support the team. ”*

Keith Bott | Service Manager **British Airways**

<b>Customer</b>	British Airways can trace its origins back to the birth of civil aviation, the pioneering days following World War I. In the 90 years that have passed since the world's first schedule air service on 25 August 1919, air travel has changed beyond all recognition. Each decade saw new developments and challenges, which shaped the path for the future.
<b>Challenges</b>	British Airways was looking for a solution to manage server allocation, fibre/cable patching as well as to plan future utilization, power and cooling capacity needs for clearly.
<b>Solutions</b>	Data Center Infrastructure Management Sunbird's dcTrack®, a Data Center Infrastructure Management (DCIM) solution.
<b>Results</b>	British Airways is now using the dcTrack solution across its data center infrastructure to manage server, power and network connectivity changes, provide a work order capability to formally control upgrades and manage capacity planning across their 6 locations. Integration of active power monitoring is on-going.



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AIT has found that a key differentiator of Sunbird's dcTrack solution is the willingness and ability of Sunbird to incorporate enhancements to suit customer needs. The ability to work with customers to incorporate requests and modify DCIM solutions to suit individual needs remains an important differentiator for both AIT and Sunbird. The dcTrack solution has proven easy to implement and administer, and has provided a cost-effective solution for British Airways.

"The new DCIM software allows us to quickly allocate space for new servers, manage power and network connectivity, issue work orders and provide capacity planning across all British Airways data centers," Keith Bott, Service Manager, British Airways. "AIT provided the expertise and man power to audit and upload data, incorporate our modifications, and support the team during initial role out, to give us a leading edge DCIM solution that meets our exact needs."

Several options were considered including upgrading the incumbent DCIM software, but Sunbird dcTrack provided the scalable solution and functionality BA needed at a fraction of the cost of upgrading (and extending) their previous software.

AIT worked closely with Sunbird to incorporate several enhancement requests for British Airways, which were subsequently released into the general release of dcTrack DCIM Operations.

BA has a very large IT infrastructure with over 500 data cabinets spread across 6 halls in two different sites near its Heathrow Waterside HQ. AIT populated dcTrack with data from the previous infrastructure software tool, updating it as it went clearly.

## The Result

British Airways is now using dcTrack functionality across its data center infrastructure to manage server, power and network connectivity changes, provide a work order capability to formally control upgrades and manage capacity planning across their 6 locations. Integration of active power monitoring is on-going.



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Sunbird Software is changing the way data centers are being managed. With a focus on real user scenarios for real customer problems, we help data center operators manage tasks and processes faster and more efficient than ever before, while saving costs and improving availability. We strive to eliminate the complexity they have been forced to accept from point tools and home grown applications, removing the dependency on emails and spreadsheets to transform the delivery of data center services. Sunbird delivers on this commitment with unexpected simplicity through products that are easy to find, buy, deploy, use, and maintain. Our solutions are rooted in our deep connections with our customers who share best practices and participate in our user groups and product development process.

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