nlyte Software
ENLIGHTEN YOUR DATA CENTER

PROQUEST

SUCCESS STORY

ProQuest®

COMPANY

NAME: ProQuest (a Cambridge Information Group company)

LOCATION: Ann Arbor, MI

INDUSTRY: Information Marketing

PRODUCTS AND SERVICES: A global leader in serving libraries of all types creating specialized information resources

REVENUE: n/a

EMPLOYEES: n/a

WEBSITE: www.proquest.com and www.cambridgeinformationgroup.com

"We were fully aware that setting up our new remote data center would be a complex and sensitive procedure. In addition, the data center support practices that we had in use within our existing site would not work over the distance of 500 meters and were thus proved unusable to support us in the move. This is what led us to the nlyte solution—the best product available on the market to ensure we fully understood the impact of every decision or change within the new site, and to guarantee a successful implementation."

Derek Vanden Bosch, ProQuest Senior System Engineer

BUSINESS CHALLENGE

- Relocating data center to a remote facility
- No equipment failures during the data center move
- Intelligent view of the data center infrastructure Solutions and Services
- nlyte Data Center Performance Management (DCPM) suite
- Support for blade servers, blade chassis', virtualized servers (VMware)

WHY nlyte SOFTWARE

- Powerful—able to visualize and model the data center infrastructure
- Fast and easy to deploy and use
- Simplified data center management and reporting

BENEFITS

- Ability to track every element within the data center—from the physical rooms and infrastructure to virtual environments
- Reduced power consumption
- Ability to visualize exactly what is located and where
- Ability to model the impact of operational decisions
- Ability to get "into the product and make changes without requiring dedicated resources"
- Easy to use, minimal training
- A "solid core foundation versus cobbled together solution from separate applications"
- Capability to integrate with other applications (e.g., BMC Remedy)
- Ability to trace and traverse network connections and the power chain

PROQUEST

BACKGROUND

ProQuest operates multiple data centers with approximately 1,000 computer servers. ProQuest was moving their data center infrastructure to a new remote location and wanted the ability to visualize, model, and document the new site as if it were a "lights-out" data center. This would allow them to communicate to remote teams and virtually model and track all moves, adds, and changes prior to implementation and provide physical capacity analysis on power, cooling, space, and network connections.

PROQUEST

ProQuest creates specialized information resources and technologies that propel successful research, discovery, and lifelong learning. A global leader in serving libraries of all types, the company supports the breadth of the information community with innovative discovery solutions that power the business of books and the best in research experience. ProQuest offers billions of pages of global content that includes historical newspapers, dissertations, and uniquely relevant resources for researchers of any age and sophistication, including content not likely to be digitized by others.

BUSINESS CHALLENGE

ProQuest was looking to relocate part of its data center facilities. Specifically, ProQuest was planning to move its production systems to a remote facility 500 miles from its current data operations center.

Critical to the success of the remote data center was the assurance that no equipment would fail in the move and that new hardware and servers could be added successfully. An intelligent view of the complete data center was also essential in understanding the impact of moving or adding any equipment. This would ensure ProQuest that its overall business would not suffer in the move and that its customers would continue to receive uninterrupted service.

RESULTS

ProQuest implemented the nlyte Data Center Performance Management (DCPM) solution to ensure continuous service and a successful transition of current and new data center assets during and after the move. nlyte Software's web-enabled solution, nlyte, allows organizations to track every element within the data center—from the physical rooms and infrastructure to virtual environments.

The nlyte DCPM solution is based on a set of best practice processes called the DCPM Process Cycle. This Process Cycle uses six steps **(Discover, Visualize, Model, Control, Report and Predict)** to help data center personnel get control of their data centers and make informed decisions for the planning and effective management of their data center assets and physical infrastructure.

"By providing a solid understanding of all connectivity, capacities and dependencies within the data center, whether they are physical, virtual or alive, data center management and scenario planning are vital tools in taking the headache away from data center management and reporting. Most importantly, they can ensure organizations only make business decisions and investments based on accurate data and analysis. To me this should be a prerequisite for every business."

Cory Phillips, nlyte Software VP and GM of Americas Operations

This has advantages not only in terms of reduced power consumption and data center intelligence, but in the area of scenario planning. By being able to see exactly what is located and where, nlyte can support organizations in better judging the impact of operational decisions. For example, if a data center manager wants to identify which server is connected to which power and communications feed, and understand where it is backed up, nlyte can identify the full impact this will have on commissioning or decommissioning equipment from a power, reliability or cooling viewpoint.

Based on the nlyte DCPM solution, ProQuest was able to successfully move its production systems from it current data operations center to a remote facility 500 miles away.