



## CASE STUDY



### COMPANY

**NAME:** Sutter Health

**HEADQUARTERS:** Sacramento, Calif.

**INDUSTRY:** Healthcare

**PRODUCTS AND SERVICES:** Not-for-profit health system providing cardiac care, women's and children's services, cancer care, orthopedics and advanced patient safety technology, primarily in Northern California

**REVENUE:** \$10.2 billion (2014)

**EMPLOYEES:** 50,000 doctors, caregivers and staff

**WEBSITE:** [www.sutterhealth.org](http://www.sutterhealth.org)

### DATA CENTER ENVIRONMENT

When Sutter Health selected Nlyte software in 2014, the healthcare organization was operating six data centers: a main 1.5-megawatt production data center spanning 25,000 square feet at its Sacramento headquarters, and five other regional data centers throughout Northern California. All totaled, the data centers housed approximately 600 racks of servers. However, Sutter Health was just embarking on a three-year data center consolidation project that would result in streamlining to two facilities, the main one in Sacramento and a smaller disaster recovery site in the San Jose area.

### ASSESSING THE CHALLENGES

As a healthcare provider, Sutter Health strives for an excellent, positive patient experience and is committed to creating the high quality, personalized care that patients deserve. A key component of attaining that goal is the use of technology, so that doctors, nurses and patients have access to the information they need any time of the day, regardless of the system they're using.

To ensure 100 percent uptime of that technology and quick recovery in the event of a service interruption, Brian Desberg, Director of Enterprise Data Center for Sutter Health, determined that it was vital for him and his team to know where all the company's server, storage and database assets reside; what they do; how they are interconnected; their configurations; and the associated network and power connections.

Before deploying Nlyte, Sutter Health's IT team got by on Excel spreadsheets and Access databases to track data center assets. But because these were stand-alone repositories, they couldn't integrate with IT service management (ITSM) tools they were using. They also lacked sophisticated reporting capabilities to show the relationships between data center operations and Sutter Health's various business units. "We couldn't qualify our assets because we didn't have a clear connection between the physical and logical CIs of our data center assets," said Desberg, noting that they had an asset administrator who spent more than half his time painstakingly entering detailed information into data repositories. "It was difficult at any given time to make sure we had an accurate inventory because much of the information was known only by employees, rather than documented in a central location. And on the whole, we weren't consistently aware of when there were adds, moves or changes."

As Sutter Health was assessing its current data center operations and considering its consolidation plans, Desberg knew the IT group needed a solution that could integrate with its ITSM suite from BMC Software Inc. An effective solution would also provide them with a way to improve reporting, produce dashboards for senior leadership, and assist with capacity management and predictive scenarios for planning purposes.

Around this same time, Desberg was introduced to Nlyte at a conference and quickly saw how contemporary organizations were using the company's solution to effectively manage their complex data center infrastructures. Though three other vendors were under consideration, a demo of the Nlyte solution to senior leaders at Sutter Health sealed the deal.



“No other company is capable of providing the broad capabilities for data center service management (DCSM) that Nlyte provides,” Desberg added. “It was not difficult to justify why we needed a solution like Nlyte. We could see that the return on investment was going to be strong as we embarked on our data center consolidation project. It would allow us to more accurately track inventory, be more proactive in terms of capacity management and speed up the time it takes to deliver services to our business users.”

### **NLYTE DELIVERS KEY BENEFITS**

Perhaps the most important feature to Sutter Health was that the Nlyte solution could seamlessly integrate with the healthcare organization’s existing BMC ITSM solution, especially the configuration management database (CMDB), right out of the box. “When we did change, problem or release management prior to Nlyte, our teams performing that work did not have physical information about the assets because it wasn’t easily discoverable,” Desberg noted. “Nlyte captures the physical attributes of those assets, tying them together with serial numbers, to link the CIs and provide a full picture of the asset. In this way, we have complete visibility from our ITSM system down to the data center floor.”

Not only did the Nlyte solution provide Sutter Health with more accurate asset tracking, the standard reporting capabilities and dashboard give the organization improved transparency of what it costs to run given services while also improving disaster recovery planning capabilities.

“Once people within Sutter Health saw the capabilities of the Nlyte solution, and the data we were now able to present to them, they wanted more predictive analysis to address a multitude of ‘what if’ scenarios,” Desberg noted. “I also was able to do more proactive power and cooling management, and gain a better understanding of network connectivity and capacity at any given time.”

Desberg added these features will be valuable as they migrate thousands of servers out of the regional facilities as part of the consolidation project, and plan the space, cooling, power and capacity needed to add them to the primary Sacramento data center. “Nlyte gives us the ability to understand the data center environment as a whole – including what we’re migrating from the regional data centers and how best to place the assets in the main one.”

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### **FOR MORE INFORMATION**

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- Visit Us: [www.nlyte.com](http://www.nlyte.com)

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### **THE NLYTE SOLUTION**

Sutter Health is deploying a full array of Nlyte features and modules, including Connection Manager, Dashboard and Reporting, ITSM Connectors, Bulk Data Manager, Nlyte Predict, Organizer, NgageAPI, Integrator and Floor Planner, which replaced its legacy computer-aided design (CAD) tools.

The organization also is using Nlyte Audit to help manage the location of physical assets and do quarterly audits of these assets. With Audit, they are now able to quickly scan assets and do audits, reducing the time it takes to perform this important function by approximately 75 percent.

### **PARTNERING WITH NLYTE**

Desberg continues to be impressed with the service and attention Nlyte provides. “It has been impressive from the start,” he noted. “Of particular value was the partnership between Nlyte and BMC, which provided the sales, technical and installation support we needed to ramp up. Both companies continue to follow up with us to ensure that the solution is working as intended and to answer any questions.”

In addition to collaborating with BMC, Nlyte provided professional services to support the installation. They also helped with the import of bulk data, then hosted a one-week training course for Sutter Health employees. Sutter Health data center administrators also take advantage of online support for Nlyte users, where they can log in, ask questions and receive quick answers to queries.

“From my perspective, in the data center, we want to be able to understand how to support the hardware, software and services we provide, so it is very important to know how we’re powering servers and that we’re racking them in areas where we have redundancy and high availability,” Desberg concluded. “Nlyte’s suite of DCSM solutions gives us the ability to streamline management of our current six data centers, as well as the insight into how to maximize our space and resources as we consolidate these into two locations.”

### **About Nlyte**

Founded in 2004, Nlyte Software is recognized as the industry leading data center infrastructure management (DCIM) solution provider. Nlyte’s DCIM provides unmatched functionality that supports all data center processes across the entire “dock to decom” lifecycle. With a 98% customer retention rate, Nlyte’s DCIM solution is used by many of the world’s largest and most sophisticated data centers, as well as many small and medium sized organizations. Customers can quickly deploy the Nlyte DCIM solution and begin to immediately enjoy reduced costs and increased efficiency across all data center processes. For more information, visit [www.nlyte.com](http://www.nlyte.com) or follow [@nlyte](https://twitter.com/nlyte) on Twitter.