



## CASE STUDY

# Retail Big Box

### COMPANY

One of the world's largest home improvement retailers operating four data centers with over 1,500 servers across a national footprint.

### BUSINESS CHALLENGE

- Four disparate data centers siloed from each other across a national footprint
- Originally using spreadsheets and diagram tools to track assets
- Need to see detailed information on asset location, age, utilization, power requirements and connections at disparate data centers on one screen
- Desire for quick reporting tools to present data center metrics to management
- Workflow challenges in tracking and replacing assets

### WHY NLYTE SOFTWARE

- Ability to view all data centers nationally through a single Nlyte instance
- Robust, single-screen interface with age, location, utilization, power and connection metrics at a glance
- Substantial out-of-box reporting tools to supply management with information to make future capacity decisions
- Sophisticated workflow tools to analyze and improve efficiencies of data center and other processes throughout the company

### BENEFITS

- Nlyte deployment allowed IT team to see comprehensive data center infrastructure footprint on a single screen for the first time
- Aged assets easily identified and flagged for refresh within shorter time horizon
- Reporting tools helped identify underutilized assets, available blade space and existing server capacity, by function, for management review
- Workflow capabilities enabled analysis of processes to earmark opportunities for efficiency gains both inside and outside the data center
- Nlyte workflow tools now utilized by more than 500 employees throughout the company, not just within the data center

***“By leveraging Nlyte’s workflow engine, we’ve been able to streamline how we work, and detect inefficiencies in our processes. It’s not just about collecting and using asset allocation data within the data center; it has impacted how we run our day-to-day business across the entire company. We’ve found tremendous value in that.”***

Client Datacenter Manager



## BUSINESS CHALLENGE

When this home improvement giant opened its fourth data center, it realized its DIY solution for data center infrastructure management could no longer do the heavy lifting it needed.

While its four data centers were geographically dispersed nationally, it was still using time-consuming spreadsheets and computer diagramming tools to track and map its assets. That meant finding and flagging aged assets for replacement was an inefficient, manual process. It also led to overprovisioning of newer assets so they were available when suitable use-spaces were finally found. That translated into the company's "new" assets already being aged by the time they were deployed.

Even more challenging, however, were management requests for the IT team to provide data on how many function-specific use spaces were available across the data center infrastructure for its Unix, Intel, network and storage environments. Sorting and filtering the company's spreadsheet solution for that kind of granularity became a labor-intensive and time-consuming process.

Perhaps most vexing, though, was that it had no visibility into its data center provisioning process. Since it couldn't easily see where its assets were or what they were being used for, it also couldn't see the inefficiencies in its own processes when it came time to refresh that equipment. Without that data, no matter how closely it tracked its assets manually, the company couldn't identify where it needed to improve its data center infrastructure management processes.

## RESULTS

Once it adopted the Nlyte Software data center infrastructure management suite for all of its data centers, the home improvement retailer could finally map all of its assets at once, and quickly identify any that needed replacement.

Once it did, it could also quickly locate appropriate use spaces for the new equipment. It suddenly knew what was where, what it was doing, how old it was and what its capacity constraints were for the future. This allowed the company to consolidate underutilized assets, and more accurately gauge the need for new data center investment going forward.

Integral to that process was the IT team's new ability, using Nlyte's reporting features, to provide management with in-depth, accurate data to help make buying and deployment decisions. From chassis-blade availability reports to network mapping and connectivity reports, IT could suddenly give management the answers it needed in real time.

Since it didn't have to focus on asset tracking and reporting, the data center IT team could now focus on how it was conducting its own processes, and where it could improve. By enabling Nlyte's workflow capabilities, the company could break down its processes and identify any bottlenecks or opportunities for improving efficiency. If determining hardware specs for a new asset was slowing things down, it could focus on that; if ordering servers was taking too long, it could look for potential causes.

The results were so well received, IT staff beyond the data center started using Nlyte workflow tools to analyze their own processes. Now, more than 500 employees within the company are able to leverage Nlyte to improve how they get their work done, too.

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## FOR MORE INFORMATION

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## 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.