CASE STUDY

Walgreens

COMPANY

NAME: Walgreens

HEADQUARTERS: Deerfield, Illinois, USA

INDUSTRY: Health and Well Being Retail

PRODUCTS AND SERVICES: Global Pharmaceutical Wholesale and Distribution

NET SALES: 103.4 billion (2015)

EMPLOYEES: 370,000

WEBSITE: walgreens.com

DATA CENTER ENVIRONMENT

Walgreens, the largest drug retail chain with locations in 11 countries, boasts 13,100 stores. The size of the main data center is 30,000 square feet with an additional 10,000 square feet of colocation space. The environment is best characterized as "eclectic", with mix of old and new technology and an emphasis on updating to new technology in the last few years.

ASSESSING THE CHALLENGES

Before Nlyte, Walgreens relied primarily on a homegrown database, stored data in spreadsheets and had trouble obtaining metrics beyond the basics. The homegrown database was mostly used by the operations team and an analyst to locate assets but was difficult to manage, poorly maintained and lacked ownership.

Not surprisingly, it became increasingly challenging to collect data on SLAs, on MACs (move, adds and changes) as well as to gather metrics in a timely manner.

> "*Business requirements have significantly matured in the past two years with the introduction of new Data Center Services, including Hardware as a Service (HaaS) and Data Center Consolidations. Nlyte has served as a center-piece in planning and execution of these new services.*"
>
> **Fred Matos**
> Sr. Technical Analyst, Data Center Operations Hardware Support, Walgreens

This health and well-being retail giant had several goals when they turned to Nlyte for help. They wanted to reduce their time to deploy new assets, and improve tracking of both the new pieces of equipment and the ones which were already on the data center floor, as they went through moves and changes. Additionally, they wanted to manage and improve their energy usage for power and cooling, plus collect and analyze data for meeting their SLAs. They needed all of these improvements, with a wide variety of assets of varying ages, without adding time or personnel.

THE NLYTE SOLUTION AND EASE OF USE

The Walgreens team is using a variety of Nlyte Enterprise features to accomplish their goals:

- Data Center Module - to view and manage asset information

- Floor Planner - to plan and manage the physical layout of the floors and rooms as well as placement of assets within the data centers

- Dashboards and Reporting - to utilize pre-defined dashboards along with the flexibility to create, deploy and maintain user-defined dashboards

- Bulk Data Manager - to remove asset data from ad-hoc solutions, and load asset data quickly to where it will be visible and actionable

Walgreens sees even more potential as it expands its usage to other Nlyte modules. Three admins plus 30 to 40 viewers have daily access to Nlyte, so any potential problems in the data center can be reported and resolved quickly. Other users are granted access for viewing purposes only, to locate gear on the data center floor.

NLYTE DELIVERS QUICK AND CONVENIENT ASSET AND POWER TRACKING

Nlyte made it possible for Walgreens to gather all of its asset information in one place, on an easy-to-read dashboard, so all departments were looking at the same data. Moves, adds and changes to the assets on the data center floor are automatically tracked and recorded, for up-to-the-minute accuracy. Nlyte Enterprise tracks assets throughout their usable life, from delivery at the loading dock to final decommissioning, or "Dock to Decom".

Walgreens' asset data was loaded quickly, giving management the ability to see where improvements might be made to conserve space and energy, and use capacity to its fullest. Armed with this information, Walgreens can finally deploy new assets with added confidence and speed.

Nlyte's graphical interface makes planning and managing the physical layout of even a vast data center floor simpler and faster, because all of the data is in one accessible place. It also eliminates the occasional disagreements that had cropped up between IT and Facilities personnel.

Nlyte's pre-defined dashboards proved to be helpful right away, and the ability to customize dashboards and views lends additional flexibility to the software. Reports gave interested parties power utilization information, which enabled changes to save on power and cooling costs.

Because Nlyte is a pure software solution, with many pre-built integrations, the variety of Walgreens' assets didn't present a problem. Integration went smoothly and quickly. Additionally, meeting SLA's was easy to prove and track.

> "*I feel today we have the right team to showcase what Nlyte can really do and it's that team that I'm betting the future of Nlyte at Walgreens on.*"
>
> **Fred Matos**

PARTNERING WITH NLYTE

"The Nlyte team has been very responsive to support and provide guidance on the system's health and direction." Fred Matos, Sr. Technical Analyst, Data Center Operations Hardware Support, Walgreens.

"Nlyte is not just a product, but this team today is a business partner, looking to assure that its clients get everything this product has to offer, and driving success."

"Knowing the team I work with today I would not hesitate to bring Nlyte on, and if I have this opportunity somewhere else, I would bring Nlyte on in a heartbeat.

"I always feel confident that when I am on the phone or online with a problem, that it will be resolved."

"The tech staff I found to be 'black belts' in their positions – they know and understand the software inside and out, each bit and bite."

As Fred Matos sums up, "I feel today we have the right team to showcase what Nlyte can really do and it's that team that I'm betting the future of Nlyte at Walgreens on".

FOR MORE INFORMATION
- Contact Us: **info@nlyte.com**
- Visit Us: **www.nlyte.com**

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** or follow **@nlyte** on Twitter.