

# Global Energy Provider Improves Service, Breaks Down Silos Using **DCIM**

**Acciona** Case Study





## Overview

Multiple data sources and two data centers unified...in six months

Global renewable energy provider Acciona Energía (headquartered in Pamplona, Spain) needed a unified way to manage its large, and constantly moving, inventory – and to integrate the individual elements within both its data center and control center.

Acciona knew data center infrastructure management software (DCIM) could connect its many moving pieces, with one big caveat: the software had to be usable and well-implemented enough so as to avoid adding further inefficiencies or expenses. Unifying Acciona's many sources of data and its moving inventory would be key.

netTerrain DCIM was selected for its flexibility and ability to integrate with multiple data sources (eliminating the expense of custom integration work). Deployment was accomplished within 6 months – and for an investment of less than six figures (on the software side).

To bring in existing data sources, the team leveraged netTerrain's pre-built connectors for Solarwinds, CA Spectrum, and ServiceNow. A custom mobile app (for managing moving inventory) was built by an intern using netTerrain's 100% open API. Each department can now visualize its own pieces, and those within other departments; problems can be pinpointed and anything impacted is easily identified.



## Before netTerrain DCIM

Disparate tools leave teams with siloed data, lack of insights

### Customer profile

#### Industry

Energy

#### Pain points

Delayed troubleshooting

Stranded customers

Siloed departments

#### Goal

Intra-departmental visualization of all processes and moving pieces, at a global or local level

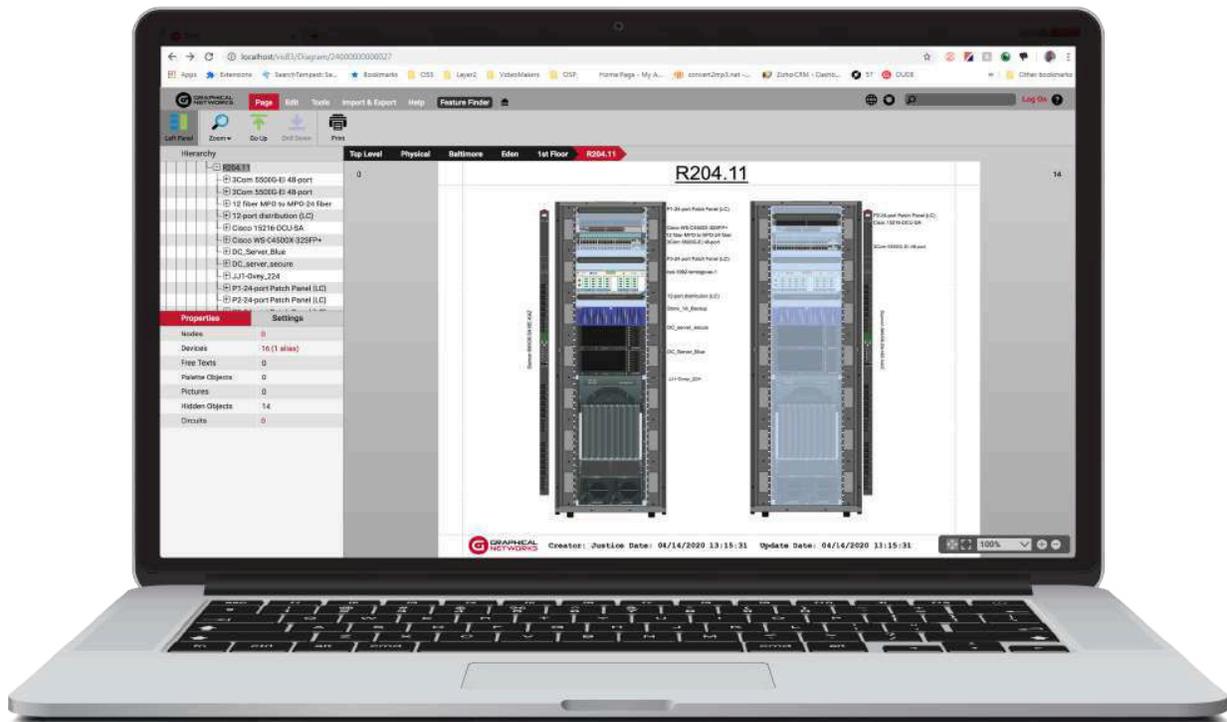
#### Solution

Mobile-accessible DCIM

Before adopting netTerrain, the company managed IT assets with a hodgepodge of loosely pieced together tools (such as web pages or utilities). Teams were left siloed with data from which they couldn't glean insights – and without a centralized way to communicate inventory changes.

Acciona had two data centers in need of unification:

- an active data center
- a control room



**"Network operations and facilities were using various tools that weren't connected in any way. We needed a way to unify both the tools and the departments."**

*Javier Iriarte, Communications Manager*

## Goal

Improve service by unifying data and teams with visualization  
Acciona's goal was to reduce troubleshooting times and increase overall efficiency by using an intra-departmental solution that could visualize all of its processes and each dependent customer: the solution would be used to discover the impact of change, such as from data center temperature or a rogue device, has upon each machine, customers, and services.

## Challenge

Multiple sources of data, moving inventory. A single tool would need to function as an 'umbrella' under which all infrastructure and data critical to the company's operations could be visualized. Finding and implementing a tool that could provide this level of visualization, integrate its many sources of data, and also work with Acciona's constantly changing inventory – without any further expense or complication from custom integrations – presented a challenge.

## Solution

DCIM software with pre-built connectors, discovery, and open API

Acciona began with a list of 7 possible DCIM solutions. netTerrain was ultimately selected as it complied with 90% of the company's requirements, right out-of-the-box. The software's included connectors to data sources (such as ServiceNow, Solarwinds, VMWare, and CA Spectrum) would make it possible to bring in its many disparate sources of data – without additional expense.

## Implementation

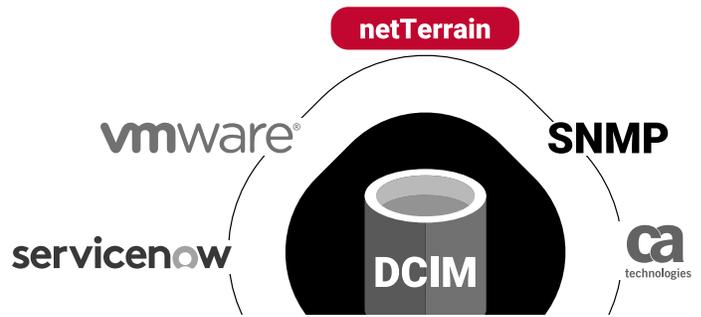
Full implementation delivered by small in-house team in six months

### Resources and time-to-implement:

Despite the large scope of the project, it was delivered, on time, by a small team in just six months. netTerrain's pre-built connectors and extensible API helped make this possible.

### Integrations with existing data:

The implementation uses several of netTerrain's integrations with third-party systems to automatically update diagram data, leverage those systems and provide users a faster way to troubleshoot by navigating to problem areas directly in netTerrain.



Integrations using netTerrain's pre-built connectors include:

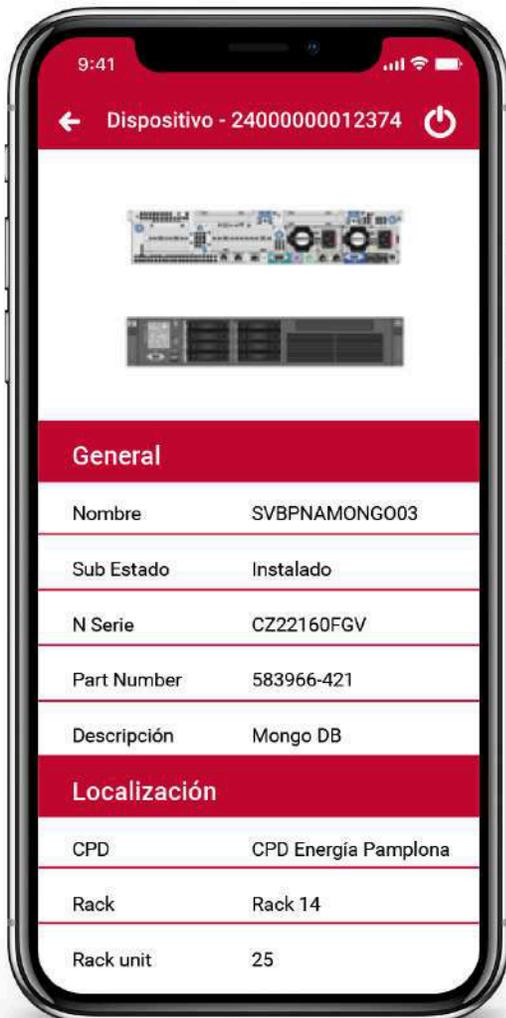
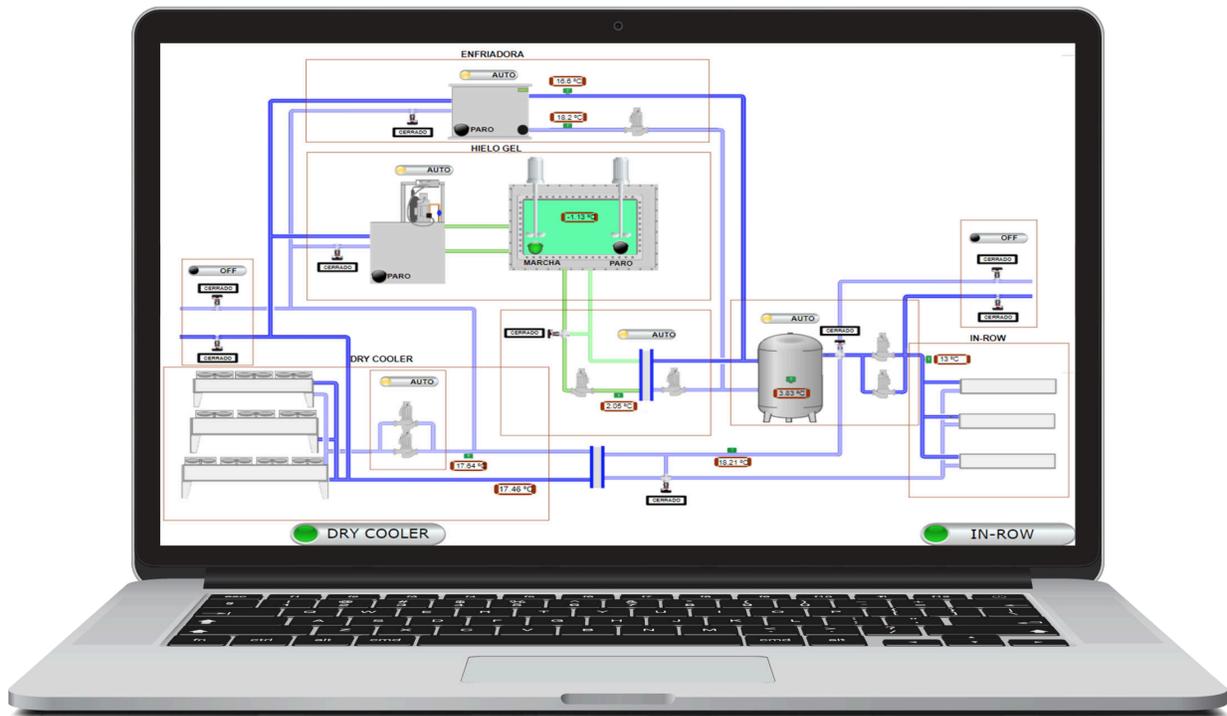
- ServiceNow to bring in properties for devices and other assets
- VCenter to import and update physical host and virtual machine data
- CA Spectrum to update device properties and status information

### Discovery of links, devices, port status:

The team leveraged netTerrain's native discovery engine, including device discovery, port status, and link monitoring. Although much automation is achieved from the connectors, not all status information and assets are discovered by third-party tools. Port status of the core network, for example, can be obtained via netTerrain's SNMP discovery.

### Mobile app built using extensible API:

Acciona tapped an intern to build a customized mobile app using netTerrain's extensible SOAP and REST API. The finished app, portable to all major operating systems, allows a user to scan devices tagged with an RF code, find the tagged device (or any other searchable item) automatically, look up the location information, predefined and custom properties, and view end-to-end connectivity.



## Results

Visualization transforms service, unifies teams

netTerrain provides Acciona with a real-time, unified, and graphical umbrella under which the entire data center life cycle is visualized – from cooling and power provisioning to rack power, network devices, servers, and virtual environments.

Acciona’s finished result is a full-fledged, end-to-end, and fully mobile-accessible DCIM implementation: all sources of data are visualized with key insights accessible to individual users and to teams.

When faced with outages, teams can now react, in real time, to move service (at a global or local level) without adverse effects.



## **Learn More**

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