CASE STUDY

Canon

COMPANY

NAME: Canon U.S.A., Inc.

LOCATION: Melville, NY

INDUSTRY: Electronics

PRODUCTS AND SERVICES: Consumer imaging

REVENUE: $10 Billion (Americas)

EMPLOYEES: 194,000 (Global)

WEBSITE: www.usa.canon.com

> *"A selling point of Nlyte was the off-the-shelf integrations with some products that we already have, and with some that we don't currently have, but are beginning to realize that we need as a large enterprise organization. What Nlyte has done is provided us with the push of 'we need to stop doing it the old way and start doing it a better way."*

Sean Hendershot
Manager, Data Center Ops, IT Infrastructure Division
Canon U.S.A., Inc.

DATA CENTER ENVIRONMENT

When Canon U.S.A. had purchased their deployment of Nlyte software, they had two data centers: a primary in Virginia totaling 1500 servers (both physical and virtual) with another 600 servers combined in their New York data center. The infrastructure management team was also readying a new data center for New York, and were looking to "start out the right way, versus continuing the old way."

PRE-EXISTING TOOLS & CHALLENGES

Before Nlyte was deployed, Canon was using spreadsheets to track their physical infrastructure - managed by various teams. Across the two data centers there were Windows, Unix, Applications and Networking teams, all with their individualized spreadsheets. Quite frankly, there was concern over the accuracy of each team's information and the frequency with which it was updated. Plus, obtaining ready access to that information was problematic, let alone controlling and managing it.

Overall, the Infrastructure Management team was looking to bring in more formalized tools. For data center infrastructure management, they were looking to have a central database of information that they knew would be current, accurate, and in sync with each of their respective teams, and in order to save them time, they wanted a solution that was efficient to use.

BENEFITS OF THE NLYTE SOLUTION

Once the Canon Data Center Ops team got the Windows, Unix and Operations groups up and running on Nlyte, entering and updating their information regularly, efficiencies were realized. The team could more readily and appropriately roll hardware systems off of both maintenance and warranty avoiding cost overruns.

Furthermore, the Data Center Ops team was able to improve their Service Level Agreements by provisioning business groups directly onto Nlyte so they could answer their own questions regarding the hardware and VMs hosting their apps.

Lastly, the Data Center Ops team was able to save considerable time and effort to generate reports as they leveraged the Nlyte NgageAPI™ web-service to connect the Nlyte Data Warehouse to their centralized Business Objects reporting system. Business users can use self-service to get the metrics needed, when they want them.

THE NLYTE SOLUTION

The Infrastructure Management team selected Nlyte in large part because they viewed Nlyte as a leader in the data center infrastructure management (DCIM) space, and it was the most mature solution "both at the time of deployment as well as today." Initially, the team purchased the Nlyte solution to deploy in their Sterling, VA data center to get better control of their physical infrastructure, and eventually use it in their new Melville, NY data center. The Windows and Unix operations teams consolidated their information into Nlyte. Subsequently, they were able to get easier representation of their hardware as well as other items, such as their maintenance warranties.

After 18 months, the Infrastructure Management team's understanding of their servers and locations with power and networking information became so well-known and widely accepted, the team went ahead and deployed in their Virginia facility. Shortly thereafter, they added the Nlyte Virtualization Connector for VMware to their deployment. **Now, the Nlyte solution spans a full 3000 physical and virtual servers. They have "full system visibility."**

As an added benefit, the core Infrastructure Management team is able to meet information requests in a new way: they provision and briefly train application users directly on the Nlyte system. These business users can now self-serve where their hardware or virtual machines are running. Beyond the core team of six daily users, there are now over 250 of these application owners who access Nlyte on an as-need basis.

> " *Some people think of Nlyte internally as a CMDB because it holds a great deal of information on our data center infrastructure for us in a central location. A goal of ours is to get as much usable information into this system. Add to this the information on our virtual servers we derive from the VMware vCenter connector – it ties perfectly in with this goal as well.*"
>
> **Sean Hendershot**
> Manager, Data Center Ops, IT Infrastructure Division, Canon U.S.A., Inc.

Nlyte is helping the Canon U.S.A. Infrastructure Management team in other, unforeseen ways, too. As part of their push to bring in more formal tools with the advent of their Sterling, and NY data center coming online, they were looking to add a configuration management database (CMDB). After more than two years of Nlyte in production and the CMDB request still not being fulfilled, the team finds that Nlyte is actually meeting the needs typically supplied with a CMDB.

Over time, the usage of Nlyte has grown considerably within the Canon U.S.A. Infrastructure Management team. Initially deployed to keep track of hardware on the data center floor, the team is now using it to track software as well as business groups. The team finds great utility in Nlyte's bulk data management capability, where they can find a set of, e.g. new servers, add the business groups and support groups to them, and then upload all at once into Nlyte from offline, greatly simplifying the process for them. **They use bulk data management for any compliancy status requests, as well as for asset lifecycle updates – all made easier with Nlyte.**

Canon also recently purchased Nlyte Mobile Audit, as a cost-effective means of enabling easy integration for Inventory management and tracking.

The team enjoys the floor planning capability, so much so, that they recently added the equivalent of a data room closet to the Nlyte system – just so they could be sure they were tracking all their assets.

Canon uses the Nlyte NgageAPI for custom reporting out to their Business Objects centralized dashboard. Here, they allow business users and analysts within Canon U.S.A. to access information on the data center directly and report out on a weekly or monthly basis per their preference, just as they would on any other part of the organization from their central reporting system.

NLYTE AS A PARTNER

Canon found the Nlyte team helpful from the outset, with great customer support. During the challenging and all-important initial data load, the Nlyte support team proved invaluable. Plus, Canon has noted Nlyte's expansion of the technical support team, which has assisted for multiple product upgrades via phone and webcast.

"In addition," stated Hendershot, "the Nlyte out-of-the-box integrations are very powerful, and Nlyte being an HP partner with integration connectors is just icing on the cake." Overall, Canon U.S.A. points out that they find the product works extremely well, is backed by a team of passionate people that care very much about the product's success, as well as the customer's success.

FOR MORE INFORMATION

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

Nlyte is a registered trademark and Nlyte Software is a trademark of Nlyte Software Limited. All other brands or product names are the property of their respective holders. Information in this document is subject to change without notice and does not represent a commitment on the part of the vendor.

About Nlyte Software

Nlyte Software is the world's leading software company focused on planning, managing and optimizing data centers. Nlyte Software enables enterprises to extend IT management software to include the physical layer with the logical and virtual layers of the data center, maximizing the financial benefits from the optimized utilization of assets, space and power. Nlyte's proven platform is used in the data centers of some of the largest and most valued companies in the world.