TRIDIUM

Niagara Framework for Data Centers

A Case Study: Lightbound

niagara

NIAGARA FRAMEWORK HELPS LIGHTBOUND DELIVER EVEN MORE TO THEIR CUSTOMERS

1 Location
Indiana

Managed Points
Over 8,000 points
Over 150 devices

Purpose
To design a vendor-neutral, expandable data center management system with a pleasing and intuitive user interface.

Established in 1994 as an Internet service provider, LightBound provides clients with a unique mixture of quality customer service, industry experience and state-of-the-art technology. As one of Indiana's largest privately held colocation facilities, LightBound offers customers a robust set of solutions including managed services, disaster recovery, data backup and cloud computing. LightBound's data centers implement only the best technology for monitoring, management and cooling.

Most recently, LightBound implemented an infrastructure management system built on the Niagara framework. According to LightBound Data Center Manager Dan Allen, LightBound's criteria for selecting a monitoring system was "intuitiveness, product compatibility, scalability and support." The intuitive, Web-based interface decreased the training time needed for employees and made the system accessible from remote locations, speeding response time if an event occurs.

> We recognized that our new facility would be highly visible with the customers we were bringing online. Having the ability to spot trouble quickly with any system was very important to us.

AN EASY CHOICE

This investment was an easy choice for LightBound. It was not just a graphical front end that was bolted onto our equipment. "We immediately recognized that it was built from the ground up as an end-to-end solution specifically geared toward data centers," Allen explains.

The graphical floor plans were especially helpful for LightBound, specifically the thermographic view, which incorporates temperature data from the probes mounted on the ceiling of LightBound's data center. The data is then displayed using gradient color coding over scaled floor plans, creating a real-time depiction of data center temperatures. In addition, temperature data is monitored for unsafe highs and lows, and immediate notification is sent if one occurs. All these features allow LightBound to visualize hot spots in the data center and proactively manage their state-of-the-art cooling system.

According to Allen, a primary function that LightBound needed from a management system was to "quickly identify problem areas or status of any equipment in our facility despite where it is throughout the building." Niagara's vendor-neutral capability helped meet this requirement. The system's ability to communicate with third-party equipment meant no costly integration and equipment replacement costs. LightBound was able to connect and detect alarms with data center equipment throughout the facility regardless of manufacturer.

LightBound's dedication to providing their customers with premium service played a major role in their decision. The functionality of the Niagara framework meant that their customers would have comprehensive management for their data. Efficient alarm notification was imperative for the facility. According to Allen, "We recognized that our new facility would be highly visible with the customers we were bringing online. Having the ability to spot trouble quickly with any system was very important to us." Through alarm notification and escalations, LightBound can receive status updates in real time through the system via email, SMS or even phone.

LightBound is extremely pleased with the results yielded from the first deployment in their data centers. This immediate success has led LightBound to pursue placing the system in each of its data centers.

TRIDIUM

Creating Possibilities

Tridium is the global leader in open platforms, application software frameworks, automation infrastructure technology, energy management and device-to-enterprise integration solutions. Our software frameworks and applications have fundamentally changed the way devices and systems connect, integrate and interoperate with each other and the enterprise.

From building control, facility management, industrial automation and energy information systems to smart homes, smart cities and smart services, Tridium's innovative platforms enable the building and management of complex monitoring, control and automation solutions, and empower manufacturers to develop products that can collaborate and communicate with the enterprise.

We are committed to leading the industry in creating smarter, safer and more efficient buildings and communities, bringing intelligence and connectivity to the network edge and back.

tridium.com

3951 Westerre Parkway, Suite 350
Richmond, VA 23233
USA

804.747.4771 Corporate HQ and Sales
877.305.1745 Customer Support