



CASE STUDY

Transforming global hyperscale data center efficiency with Octave Attune EAM



Key facts:

Company: Global data center hyperscaler

Octave products used:
Attune EAM (*HxGN EAM*)

Introduction and challenge

A top five global data center hyperscaler sought improved uptime and reliability of infrastructure assets to increase revenues and drive operational efficiencies while reducing costs. Some of its key challenges included:

- A lack of insight into the condition of its assets (i.e., UPS, cooling, water) and operating environment (temperature, humidity, air pressure) which resulted in costly unplanned downtime events and lost revenue.
- Multiple siloed systems contributed to operational inefficiency, hindering rapid scalability to support the company's growth.
- The need for a plan to move field technicians from paper-based procedures to digital tools to handle day-to-day activities.

To manage its vast operations, the organization required a solution to resolve these challenges and seamlessly integrate with its existing systems.

A strategic solution

Based on an extensive list of requirements, analysis of workflows, a thorough evaluation of available solutions and past performance with other hyperscalers, the company strategically chose Attune EAM. This solution was selected for its adaptability, user-friendly interface, ease of integration and core asset maintenance and performance management capabilities. Meeting over 80% of the company's requirements out-of-the-box with the remaining percentage configured using Attune EAM's extensibility framework, the solution stood out as the right option for the enterprise. The company adopted a phased rollout approach using an on-premise solution and successfully deployed the application globally across its data centers.

Results and benefits

Attune EAM enables the customer to:

- Quickly scale and deploy an enterprise-level application for new construction and retrofits.
- Streamline operations and boost cost savings by replacing numerous non-integrated, legacy systems.
- Increase infrastructure availability using reliability-centered maintenance (RCM) with root-cause analysis (RCA) strategies and analytics, resulting in additional revenues.
- Drive better decision-making based on trusted enterprise asset data information and strategic insights delivered via a single pane of glass.
- Provide controlled access to third-party contractors for continued collaboration and transparency.
- Use open architecture and REST APIs to connect to existing systems such as procurement, employee, vendor and mission-critical applications.
- Benefit from its extensibility framework to tailor the solution to the company's needs
- Easily visualize data with user-friendly dashboards to deliver business process improvements.
- Improve worker productivity with robust mobility to manage procedure checklists, request parts, create follow-on work orders, take and link pictures, record voice notes and other service activity data on the go. In addition, mobile and desktop users can reference CAD/BIM data for enhanced efficiency.
- Set baselines, monitor and compare the energy performance (WAGES: water, air, gas, electricity and steam) against standards, such as Energy Star, ASHRAE 90.1, LEED and ISO 14001 with the solution's energy performance capabilities.



Conclusion

Attune EAM was pivotal in achieving project objectives and overcoming challenges at this prominent technology enterprise. It proved highly effective in boosting its data center infrastructure's reliability and efficiency. The system's flexibility, scalability and comprehensive features dovetailed perfectly with the company's strategic vision, preparing it to achieve long-term sustainability goals. This customer's success underscores the value of Attune EAM for advanced asset, maintenance and performance management, and stakeholder communications across data centers, paving the way for continuous technological innovation and sustainability in data center management.

About Octave

Octave is a leader in enterprise software, turning data into decisive action and intelligence into your edge. Our software solves for and simplifies complexity, from the design and build to operations and protection of people, property and assets – for any scope, at any scale. For decades, we've partnered with customers to sharpen performance, elevate efficiency and amplify results. From factory floors to entire cities, our solutions are tuned to scale up what's possible from day one onward.

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