Company
Arris Group, Inc.

Corporate Headquarters
ARRIS
3871 Lakefield Drive
Suwanee, GA 30024

Type of Business
Communications Technology

Business Needs
Facilitate data center management with immediate and accurate answers to critical questions on data center equipment locations, requirements and capacities.

Solution
Avocent® Data Center Planner™

Business Benefits
- Quick, accurate answers on data center equipment in minutes rather than hours or days
- Fast and easy implementation with a vast library of more than 250,000 data center devices
- Provision of requested additional library resources in a few hours or less, rather than days or weeks
- Significantly minimizes the need to physically visit the data center
- Annual 60% savings in licensing fees

Simplified Data Center Planning and Visualization

As a global communications technology company, Arris Group specializes in the design, engineering and supply of broadband services for residential and business customers around the world. It gives broadband operators the tools and platforms they need to deliver reliable telephony, demand-driven video, next-generation advertising and high-speed data services. With its data center powering the delivery of those services, Arris relies on Avocent Data Center Planner to take its data center operations to the next level.

Quick, Accurate Answers

To operate its data center at peak efficiency, Arris Group turned to Avocent Data Center Planner to allow it to get immediate and accurate answers to critical questions like: where is certain equipment located? How is it connected? How much power does it consume? What's the current infrastructure capacity? How will that capacity change in the future?

For companies like Arris Group, Avocent Data Center Planner helps their data center managers optimize the infrastructure of their data centers by delivering—within a single product—unmatched visualization, insight and management capabilities into the data center infrastructure. As a visual infrastructure planning and management offering, Data Center Planner provides accurate and comprehensive visualization about where devices and equipment are located, their current capacities and projected growth, so data center managers can plan with confidence.

> **"The data center is a long walk from my office,"** Heller says. **"With all our rack information populated into the Data Center Planner software, I can quickly get any type of information that anybody asks for on our data center equipment. That can save me several hours a week."**
> – Randy Heller, Data Center Manager, Arris Group

That immediate, accurate access to information was one of the main driving motivators for Arris to take advantage of Avocent Data Center Planner. At least several times a week, Randy Heller, Data Center Manager at Arris Group, receives requests from different management personnel regarding the capacity, voltage or other requirements of various racks within the data center. In the past, providing answers to those questions would require Heller to spend 20 to 30 minutes walking down to the data center to physically gather needed information, followed up by a visit to the manufacturer's Web site to check the located equipment's exact specifications, which would then be used to calculate the answers. The whole process might take anywhere from a few hours to a few days. Now with Avocent Data Center Planner, Heller does a quick look up from any Web browser and can typically get the answers in under a minute.

"The data center is a long walk from my office," Heller says. "With all our rack information populated into the Data Center Planner software, I can quickly get any type of information that anybody asks for on our data center equipment. I no longer have to physically visit the data center to look for it. That can save me several hours a week, which is great since it frees up my time to do other critical tasks."

Avocent®

EMERSON
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Easy to Implement

One aspect that Arris really appreciates about Avocent Data Center Planner is how easy it is to populate the solution with data center configuration information. Not only does the product allow the import of an organization's existing data center recorded information, but it provides a comprehensive equipment library with the specifications of more than 250,000 distinct devices, with their size, weight, power usage, BTU output, graphical view of their dimensions and much more. The implementation process was so simple, that while still using just the evaluation version of the software, Arris was able to configure more than 40 percent of its data center in two weeks.

"When we first tried out Data Center Planner, I actually forgot that we were using an evaluation version," Heller says. "It was so easy to put in all my devices that I just started setting up all my racks in it. You just type a couple letters of the manufacturer, product or model number, and it pops up a whole list to choose from. Then it gives me a window where I just drag the device I want and place it anywhere in a server or rack. It takes a lot less time building a rack with Data Center Planner than the software we used to use."

Adding to that ease of use was the sheer number of devices provided in the Avocent Data Center Planner library, as well as the fast response by Avocent to provide additional requested devices.

"Avocent does a great job providing the device shapes you need when you need them," Heller says. "When I'm working on a rack, I don't want to have to wait on a shape to get it finished. Data Center Planner includes more shapes in its library than other offerings, and if they don't have a shape, they get it to you fast. Even during the evaluation period, whenever I asked for a few device shapes, Avocent would get them to me within hours. With the software we used to use, it would take days or longer."

Significant Savings

Standardization and savings in licensing costs also played significant roles in Arris' decision to take advantage of the Avocent solution.

"The Avocent pricing model really caught our attention," Heller says. "Not only does Data Center Planner compete extremely well in terms of features with comparable products, but its licensing model was a huge selling point for us as well. Instead of a subscription license, Data Center Planner is a one-time purchase with annual maintenance fees, which results in a 60% per year savings for us. Plus, since we already have Avocent KVM switches, going with Data Center Planner plays well with our data center standardization efforts."

Leader in Data Center Planning

Avocent Data Center Planner integrates out-of-the-box with Avocent DSView™ 3 management software creating a single console for managing and controlling equpment in the data center.

For Arris Group, key differentiators for Avocent Data Center Planner include a competitive feature set, its extensive library of data center equipment and the responsiveness Avocent gives to Arris' requests. It also helps the company's efforts in limiting how many people need physical access to the data center, while providing the company a single pane of glass for managing the dater center. Data Center Planner also puts Arris into a position to scale its data center more rapidly and flexibly create opportunities to offer its own customers more services and options as it grows its business. In addition, Arris especially likes the direction that it sees Avocent taking with its Data Center Planner product.

"We see Avocent becoming a market leader with its Data Center Planner software," Heller says. "Not only has it built strong relationships with the different data center device manufacturers, but it builds strong relationships with its customers. We have relationships with some very big companies, but we haven't worked with a better company than Avocent."

Avocent Data Center Planner is part of the planning and management component of Emerson Network Power's data center infrastructure management offering. Emerson Network Power focuses on delivering solutions that enable business critical continuity.

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- Power Switching & Controls
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