Nominee: Nlyte Software

Nomination title: Nlyte Software

In order to address the increasing complexity of data centres around the globe, a force needed to enter the market with the ability to take care of all the internal and external factors impeding the effective and optimal running of the facilities.

External factors:

- Accelerating use of cloud and virtualisation technologies

- Changing regulatory environments and heightened need for security

- Growing demand for real-time metrics anytime, anywhere

- Pressure to optimise data centre costs, processes and resources

Internal factors:

- Responding to business demands with ever-more precise resource allocation and pricing plans

- Dichotomy of keeping/changing status quo

- Cross-team collaboration and transparency

- IT's inability to respond to and anticipate at scale the growing needs of business

All of these factors cause more than just company headaches. They can mean end-of-business for organisations with data centres. To ensure companies reduce the cost of resources, increase efficiency of personal managed data centres, and enhance agility in responding to business and client demands, a force was needed.

Nlyte Software was formed in 2004 by Robert Neave and John Moreton who were data centre managers driven to find a better way of managing the complexity of data centre resources, assets and staff, in order to reduce the costs and risks that became commonplace in the industry. And it has done just that, being the first to deliver the industry's benchmark for Data Centre Infrastructure Management (DCIM), helping organisations around the world manage infrastructure in their own data centres, colocation and managed service facilities.

Nlyte now has over 300 mid to large enterprise customers and is used by some of the world's most valuable public and private corporations. These corporations span government agencies, financial services, consumer, leisure and travel, technology, telecoms and colocation and healthcare with more than 50 percent being Fortune 500 or equivalent behemoths.

The hard work was recognised in 2014 when Gartner initiated the DCIM Magic Quadrant for Data Centre Infrastructure Management Tools and placed Nlyte as a leader. The company has since been recognised as a leader in 2015 and 2016 and awarded 'legend' status for its DCIM capabilities.

When judging in 2016, Gartner noted that Nlyte had the highest ability to execute and the completest vision – what competing vendors, not wholly fixed on the DCIM space were unable to provide. Gartner also dropped six rival vendors as they did not meet the qualifications, showing just how serious the community takes this sector.

In 2016 Nlyte acquired FieldView – the leading real-time event monitoring and alarming solution. The acquisition bolstered Nlyte's vision for DCIM: To provide the ability to seamlessly automate and optimise all of an organisation's physical infrastructure resources while integrating these essential processes into other critical IT systems. The hard work and commitment to the solution and customers is paying off with 98 percent of Nlyte's customers retained each year.

And no wonder they want to stay. Nlyte customers experience significant savings and ROI. Fortune 100 financial services can save $6.1m in the first year, Fortune 500 high technology organisations can save $9.2m in a year while Fortune 500 Big Box retailers, Fortune 500 healthcare and Fortune 100 retailers can save annually $2m, $3.9m and $2.7m respectively. Finally, Fortune 100 insurance companies have found savings in the first year of $7.4m.

These savings haven't gone unnoticed by government. Nlyte added 20 percent more new customers in 2017, more than any previous year. It did so by increasing the number of US federal agency customers by 25 percent and increasing SaaS/subscription businesses by 250 percent.

This will undoubtedly have a positive impact on future revenue growth, but with that data yet to be published we can only look at 2016 – but what a year. In 2016 Nlyte's revenue growth stood at a record 47 percent.

Nlyte was the first company with modern DCIM solution and has been focused only on DCIM software for over 14 years. It is now on the ninth generation of technology, used in the largest and most sophisticated data centre deployments in the industry. Nlyte has more assets and racks under management worldwide than any other DCIM solution from its proven methodology throughout the customer lifecycle for ensured success. In fact, Nlyte operates to a customer driven roadmap and is absolutely fanatical about customers – all employees are compensated based on customer satisfaction.

Customers like Computacentre (new case study for 2017) achieve benefits including: A service tailored to meet the exact power usage and carbon footprint measurement; infrastructure and layout designed for optimum performance/efficiency; maintenance planned and scheduled immediately (no two week audit); data accuracy driving improved/faster decision making, and cutting the risk or errors; audit time cut from three weeks to less than one week.

Amadeus

"We used to feel we were running out of space in the data center. But running Nlyte over the past two years, we now know where all our hardware is, down to the cabling detail. We are able to intelligently place hardware to avoid hotspots. With Nlyte, we have now extended the life of our data center by at least five years."

Proximus

"Using Nlyte, we have standardized asset acquisitions and how engineering works within our datacenters. Our 25 datacenter engineers and operators are now working almost from their desk. Our 650+ users, most of whom in read-only mode, can now self-retrieve assets in a single environment. We can now easily conduct impact analyses on problems, changes, and moves."

Fujitsu

"Deploying Nlyte Enterprise Edition has allowed us to migrate all of our UK Data Centre assets, and also include our EMEIA Data Centres, into a market leading toolset for less than the cost of 3 years maintenance of our old tool. We now have a great base for integration with our ITSM and Energy Management systems. This will ultimately ensure that we can maximise availably whilst driving down cost to our customers and end users."

Why nominee should win

• **Three-time Gartner leader in the DCIM Magic Quadrant for Data Centre Infrastructure Management Tools and awarded 'legend' status for its DCIM capabilities**

• **98 percent customer retention rate**

• **Works with over 300 mid to large enterprise companies spanning government agencies, financial services, consumer, leisure and travel, technology, telecom and colocation and healthcare with more than 50 percent Fortune 500 or equivalent organisations**

• **Added record number of new customers in 2017**

• **Dreamed, designed and developed DCIM and not only participates but dominates the industry**