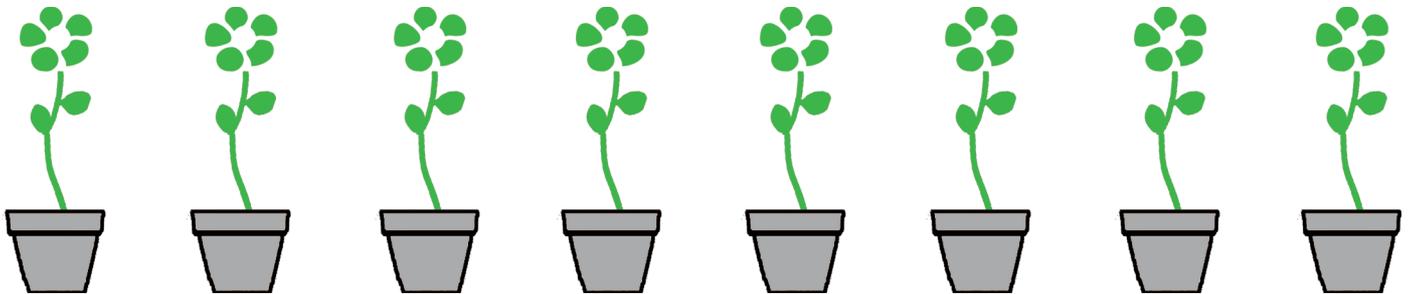


*...**m** means communication at all levels,  
both human and technical: interfaces, processes,  
mutual understanding and common action are at the forefront.*

# The Why

The **yandree** team has been active in the field of data center management for over 10 years. We have undertaken many international projects for large companies to introduce documentation systems, replace or integrate data sources of varying type and quality, define and implement processes, as well as install and introduce software and train employees in its use.

project pressure, resulting from the evaluation of inventory data, the compulsory replacement of all existing data sources, the creation of processes and support for the improvement and monitoring of data quality that does not overtax employees, but which brings employees together and creates mutual understanding for the importance of own data for other cor-



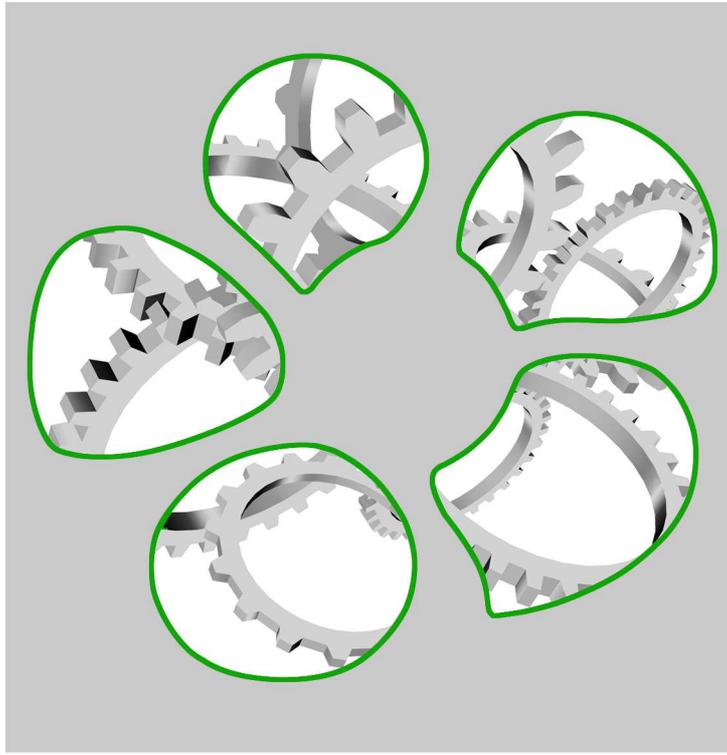
In most software installation projects in the past, too little time was available for what we at **yandree** consider to be extremely important: the evaluation and long-term improvement of the quality of a company's existing data. Time pressure and lack of resources often led to the data which was to be imported not being completely integrated. Some areas were left to be integrated 'later', inaccuracies were tolerated, mistakes were not corrected, entire device classes were excluded, and branch offices were not taken into consideration. The result was that the value of the software implemented was reduced, and in some cases completely called into question.

**yandree** was established as a result of much deliberation centered on this particular topic. Some of the key discussion points were the elimination of

porate divisions, common action, the achievement of certain levels of quality before a documentation tool is acquired, the creation of possibilities to compare own quality level with that of others. A further very important consideration in the establishment of **yandree** was the fact that the problems discussed were international and thus the solutions should be applicable internationally.

The improvements which **yandree** strives to achieve have lead to the adoption of two rewarding goals: the new documentation system is implemented with highly valuable data and without sacrificing certain areas, and employees are more inclined to accept the new system and be more motivated to maintain it.

# The Why



„Companies in all fields and of all sizes are faced with the challenge of synchronizing their data and documentation and making them more meaningful. In the past, “quick solutions” were accepted which were in part only manageable and understandable for certain employees. These solutions would not comply with today’s standards for data structure and have to be integrated into new systems. Well-structured systems, however, only cover a portion of the areas to be documented and have to be reconciled with other systems in order to deliver meaningful information. Employees who have never spoken to each other and who have no understanding of the importance of their own department’s information for the other, have to communicate with each other.

*The possibility to check quality must become an integral feature in data maintenance. Often this is only possible when compared with other data sources. Data must be clear and meaningful so that audits can be conducted. Finally, a level of quality must be achieved which can be a requisite for increased mobile usage of data in future.*

*We are talking here about complex, cross-department processes which necessitate time, investment, and team spirit. Companies are becoming more and more aware of the danger and consequences that data islands represent, and are therefore willing to invest, even on a large scale, to improve the situation.”*

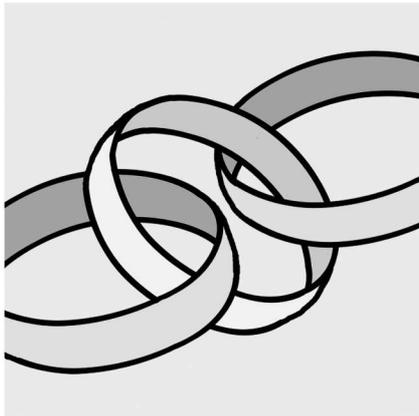
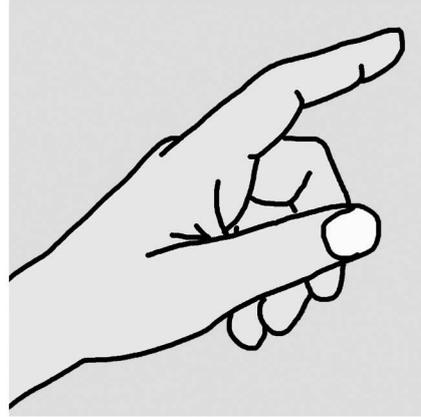
*(Alois Nöbauer, Aperture Software GmbH)*

# The What

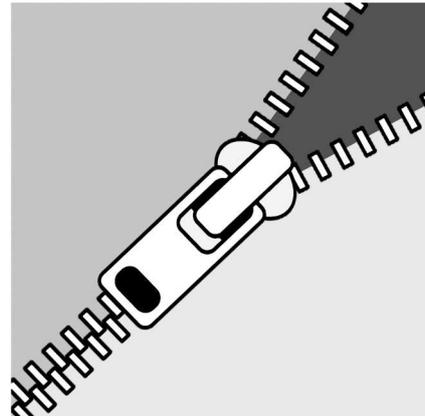
analyze



structure



benefit



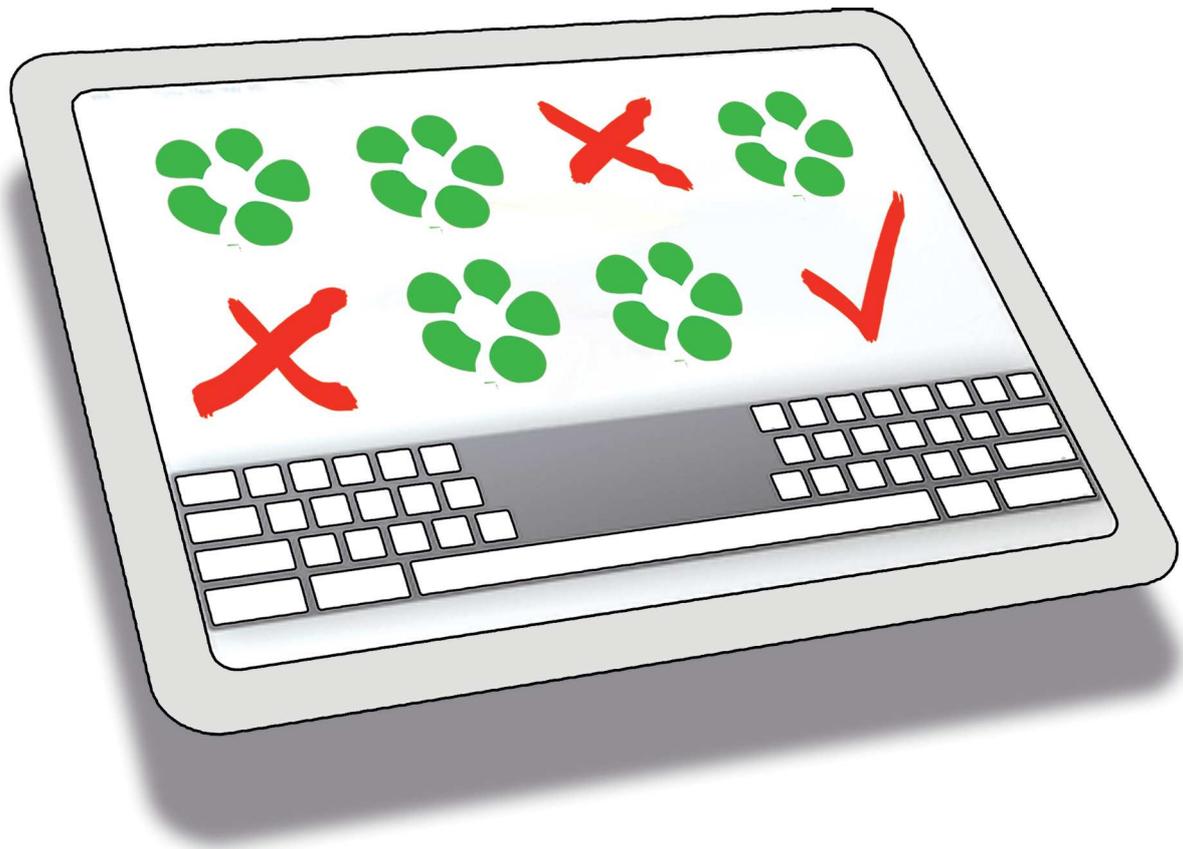
improve

**yandree** is more than just a cooperation of experienced consultants. In addition to employee expertise on best practices from many large-scale corporations, we also offer software and hardware to help successfully achieve the task we set ourselves. A data consolidation tool which was specially developed for data center management docks onto inventory data, evaluates the quality of the source, and gives feedback which can be used for

the improvement of the source. This tool does not evaluate just one source. It also evaluates the relationship between various sources since it is the relationship between them which reveals the truth. Dashboards are generated on the data quality index, and reports are generated on data sets which need to be improved or corrected.

This tool is the **DeeCeeSqueezer**.

# The What



**D**ata consolidated in such a way are transferred from servers to a mobile device, a tablet which visualizes racks and devices, electrical and network connections. This application is used for surveillance and correction of data – after all, what databases say is not necessarily a representation of reality. It is also used on the other hand by

customers in meetings on-site or on the go to access documentation data. The application is compatible with the DeeCeeSqueezer tool. It can import the tool's information or read the information available from other sources or systems.

This application is the **DeeCeeApp**.

# The What

**M**ore than just technology is required in order to assure that the data quality improvement process fulfils the task set. The human element is still needed to use the system and maintain the data. Even though machines can read a great deal from the hardware, the various protocols have yet to replace people. People have to be motivated, and they are best motivated when involved in the change processes and when they understand the importance of an action.

*By 2014, DCIM tools [Dokumentationssysteme für Rechenzentren] and processes will become mainstream in data centers, growing from 1 percent penetration (in 2010) to 60 percent. To take advantage of the benefits as they evolve, I&O leaders should begin the DCIM evaluation process in 2010 and 2011."*

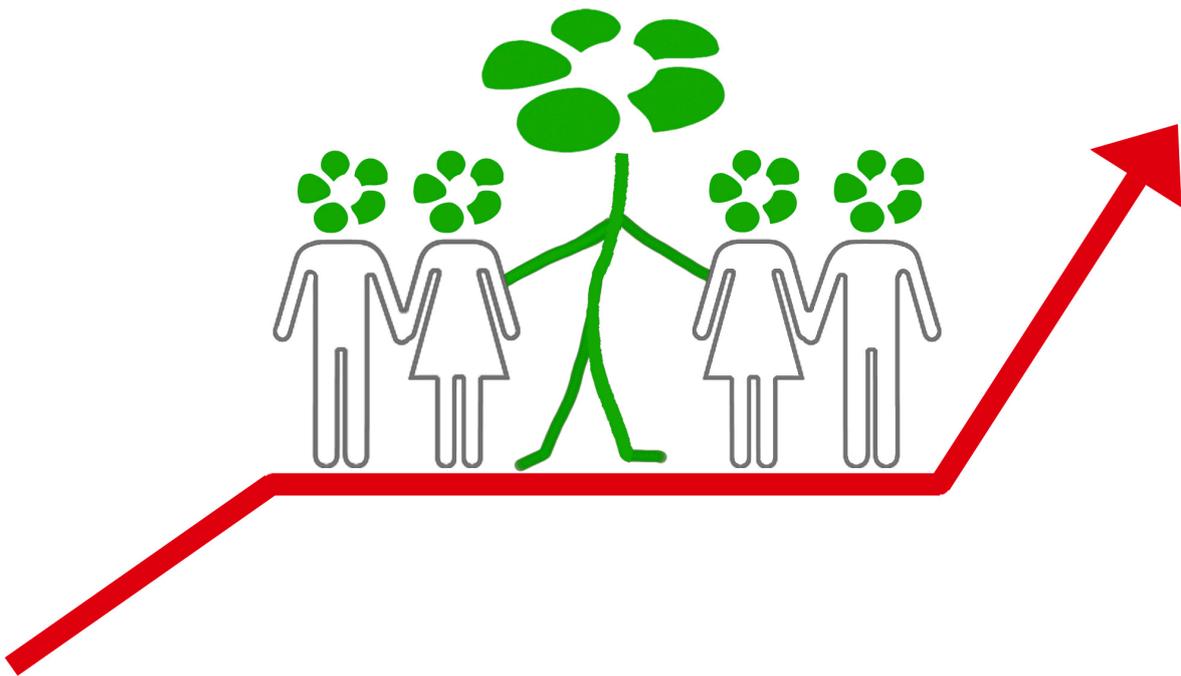
*(David Cappuccio, managing vice president and chief of research for the Infrastructure teams with Gartner, DCIM: Going Beyond IT problems).*



Who does what and why with the information I am responsible for? What is my role in this process? Is it possible for me to do my task better, easier and quicker? Communicating with each other, understanding each other's data needs, re-thinking, fine-tuning, and possibly abandoning old procedures, or even leaving them as they are – the best software will not work if both communication partners do not understand the why. This process and network of communication is **DeeCeeOrg**.



# The How

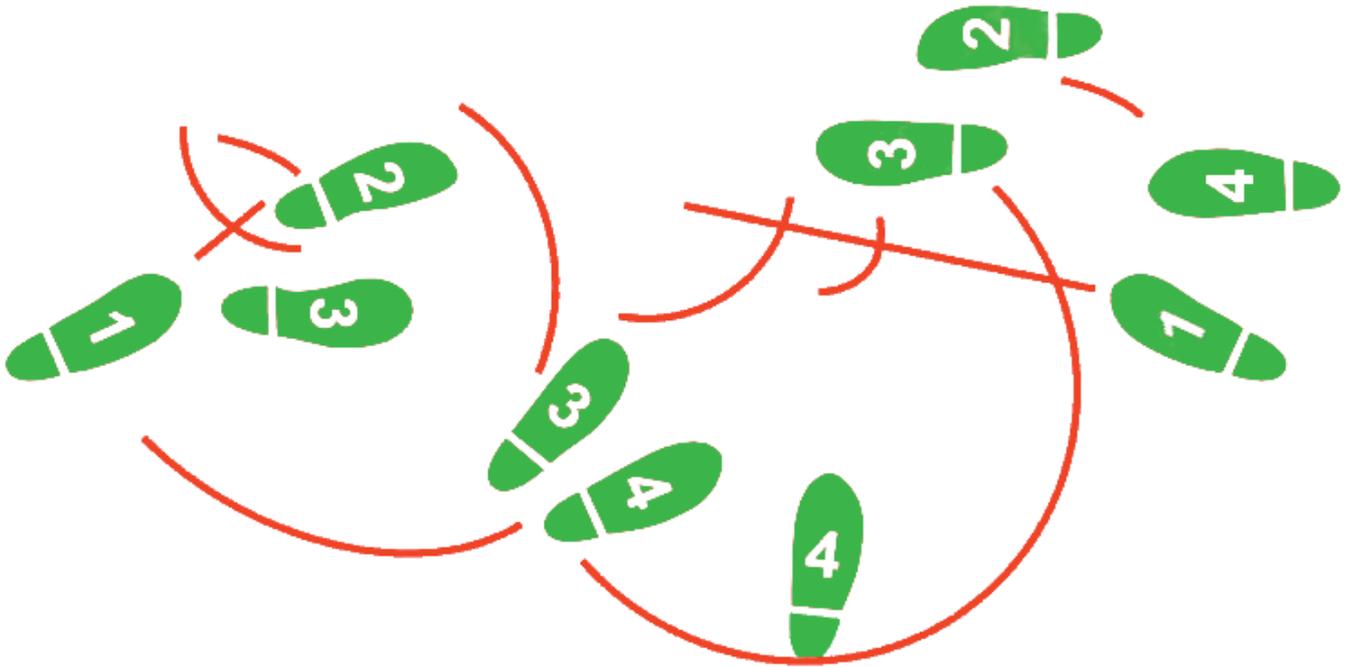


yandree cannot achieve these goals alone at this time. We need partners and we have been successful in finding them. We have a partner for software development, a partner for organizational development, and a partner for project execution. We have a network of over 40 technical experts at our fingertips.

In simplified terms, the projects we undertake undergo the following phases:

In the first phase the customer's needs are reviewed, a data map is compiled, stakeholders are named, and the scope of the project is determined. An analysis of existing and non-existing data is conducted and time estimates are set.

# The How



In the second phase the [DeeCeeSqueezer](#) is docked on to existing data and initial analyses are conducted. Priorities and focal points of the data improvement are set, and the team is adjusted accordingly.

In the third phase employees come together to exchange expertise and discuss their respective requirements regarding the system. Team building measures and the inclusion of the stakeholder in the change process are at the forefront. The mutual goal, the project's 'vision', is developed further. The results determine roles in the quality improvement process as well as the deadline schedule.

The following phase is probably the longest. During this phase data is continually improved. Daily reports show the progress and efficiency of the measures taken. [yandree](#) supports this process to varying degrees, and is involved in the monitoring and the continuous directing of the process.

Once a previously determined quality index is reached, the data is transferred to a tablet and compared on-site with actual data. Depending on the results of the audit, further process changes in work procedures within the team can be taken up for discussion. These are conducted similarly to step three.

The result of the project is a consistent database of all the information needed for the documentation of the data management center. The information is then either available for transfer into a data center infrastructure management system (DCIM), or offers itself a sufficient overview for further management.

Another result that is of particular importance to [yandree](#) is that the processes implemented through [DeeCeeOrg](#) and supported by [DeeCeeSqueezer](#) and [DeeCeeApp](#) maintain a sustainable high level of interaction between employees and data.

# yandree at a glance

yandree was founded as a limited company in Graz, Austria, and is currently represented by partner companies in Austria and Germany. yandree employees previously worked for a company that introduced documentation systems as an international market leader.

In addition to the activities described here, yandree also continues to support various system providers in the implementation of their systems. yandree is, however, in no way system-dependant or bound to any system manufacturer.

For further information, please contact [interesting@yandree.com](mailto:interesting@yandree.com)

or call 0043 316 820 106.

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