



# ShowRack

Visualization Tools as Sophisticated as Your Data Center



From Visser Software Services, Inc. and ARCHIBUS, Inc.



See what's behind closed doors...

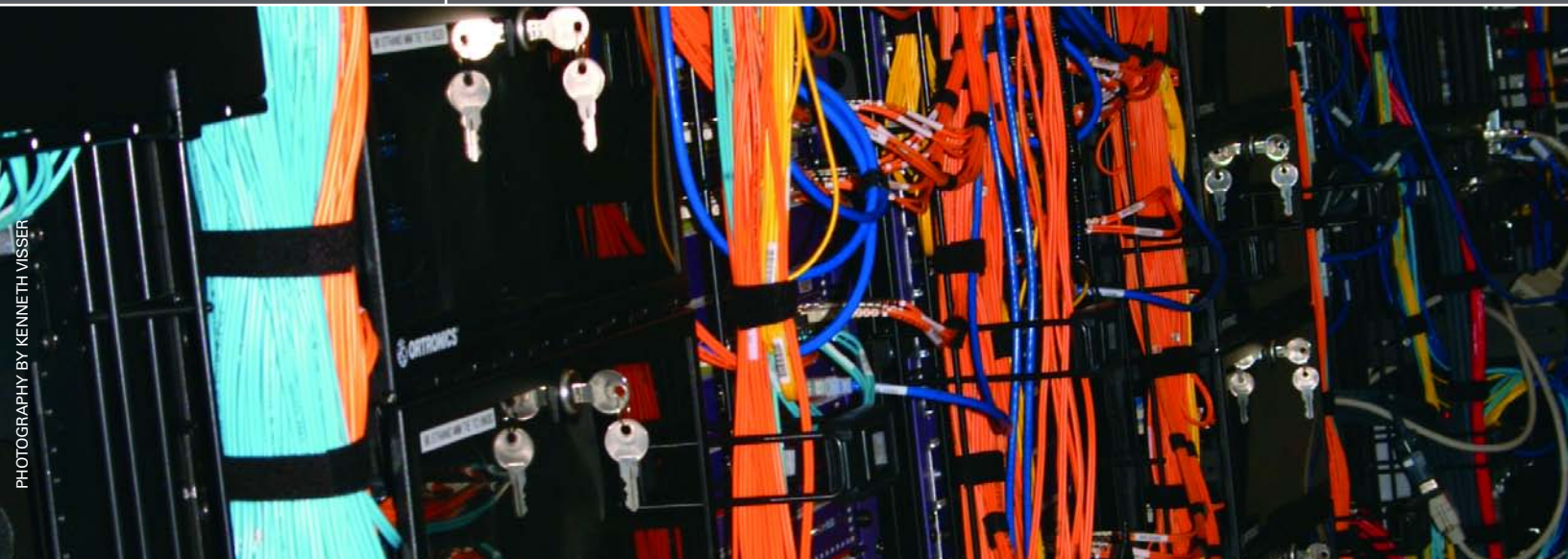
**ShowRack™ from Visser Software** — powered by ARCHIBUS/FM®— gives you access to the visual information you need to perform trouble-free maintenance, upgrades and new installations. It lets you look behind the closed doors of your server rooms, giving you real-time plans and elevations for every rack in every room in every location. You get more and better information than with manual drawings, while saving the time and energy of drawing.

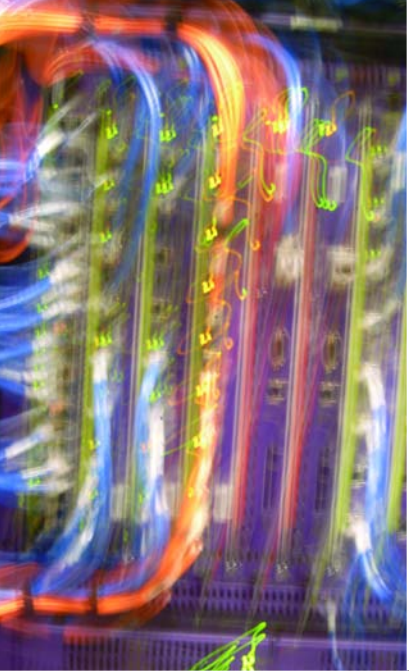


### Benefits:

- > Perform server upgrades and install new hardware-dependent applications without surprises
- > Simplify troubleshooting and minimize hardware-related downtime
- > Integrate physical network information in enterprise planning

ShowRack simplifies hardware management with visualization tools as sophisticated as the hardware they help you manage. The application dynamically creates rack elevations based on information in the server database and shows you details including port locations, whether a port is used or unused, and how servers are located in relation to each other. Links to financial and maintenance information in ARCHIBUS/FM let you easily generate reports that track inventories and the value of your hardware assets for planning and budgeting purposes.





## More Efficient Maintenance and Upgrades—With Fewer Surprises

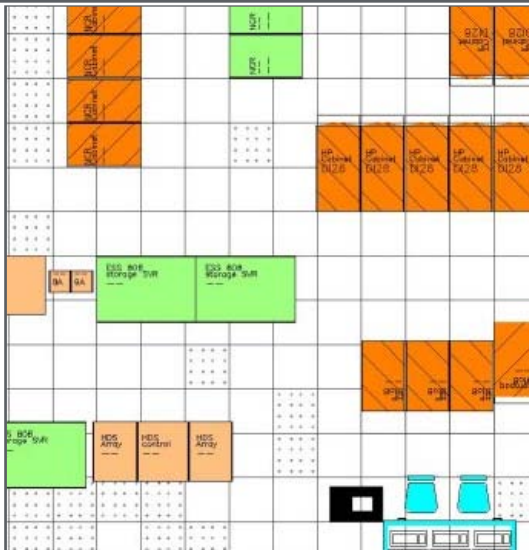
With ShowRack, you can plan for the resources needed to roll out new server equipment, based on up-to-date electronic records. With less room for error, hardware upgrades and installations occur on schedule and within budget, even when dealing with remote locations.

- > Create “what-if” planning scenarios to determine the most efficient equipment layouts
- > Provide specific instructions for hardware installation at remote sites
- > Avoid improvised solutions that cause additional problems on the next install or upgrade

## Ease Troubleshooting and Reduce Downtime

ShowRack can save your staff hours of time by helping them find and fix server connection problems. Using ShowRack’s plans and database, you can link a user’s network location and server port with the server’s physical location and port. The technician can immediately focus on the location where the trouble is, reducing time to a completed repair.

- > Encourage self-service by making all information about the physical network available in a centralized location
- > Increase the efficiency of your help desk by letting them perform initial troubleshooting from their desks instead of in the field
- > Minimize system downtime and lost productivity due to hardware problems

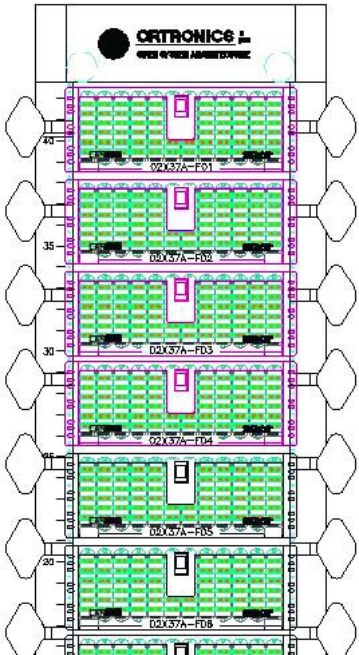


Go from this...



...to this, automatically.





## Leverage Data in Other Applications

ShowRack can accept dynamic data feeds from multiple applications, and feed data to other enterprise applications. SAP®, enterprise LDAP, Oracle® Financials, Strategen®, Agilquest® and Autodesk® Magguide have all been successfully integrated with ShowRack.

Application	Interfacing with ShowRack Lets You:
PeopleSoft® Assets Peregrine Asset Center® & Service Center®	◀ Maintain accurate disposition records on IT assets
Maximo®	◀ Provide accurate equipment data for enterprise work order system
Remedy®	◀ Display existing rack conditions and available space, as well as manage data on cabling and connections to the assets



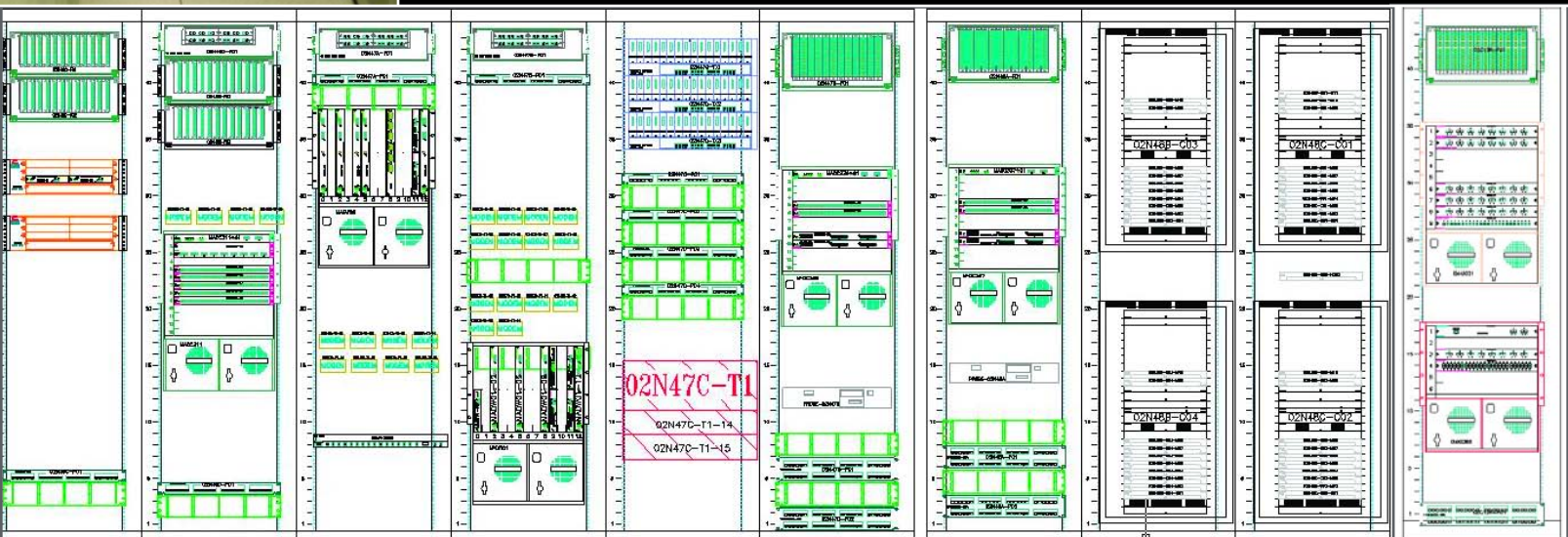
ARCHIBUS/FM users can leverage existing information in ARCHIBUS/FM applications to enhance the value of software investments and align physical networks with operational and strategic missions.

- > Telecommunications & Cable Management: Document your entire physical network and graphically trace connections
- > Space Management: Easily locate servers and other aspects of your physical network on graphical floorplans
- > Building Operations Management: Create work orders for installation and repair work on your physical network
- > Condition Assessment: Prioritize, budget, and schedule corrective activities

ShowRack is API-driven to ease interfaces and software maintenance. Visser Software tailors the installation to meet your specific needs for data feeds.

## Help for the Help Desk

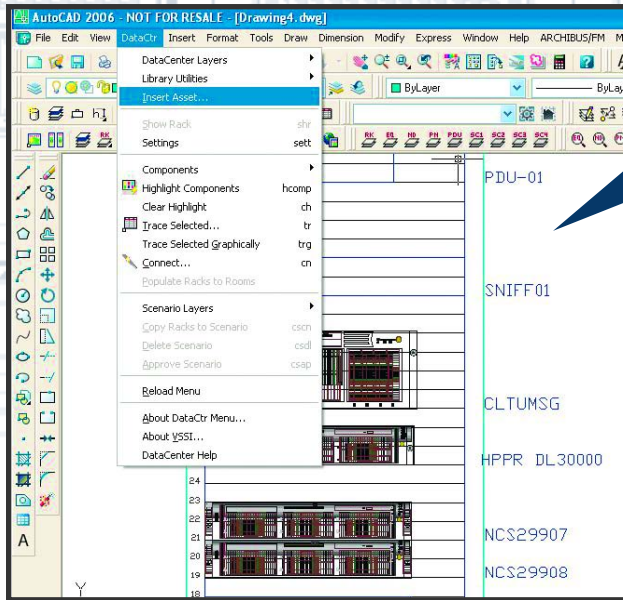
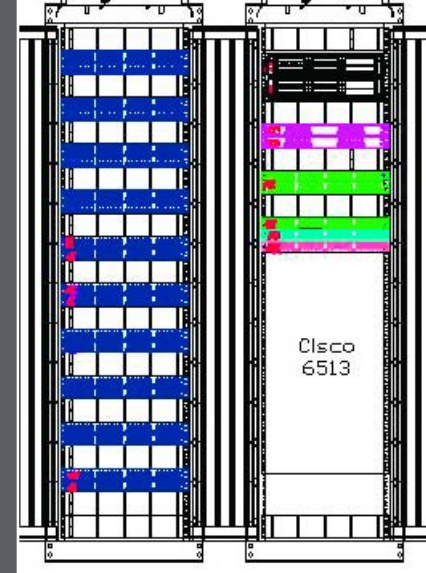
When users call the help desk with server connection problems, ShowRack can really save time in finding and fixing the malfunction. Using ShowRack's dynamically generated rack elevations, help desk personnel can readily envision the physical environment and drill down to access information about the affected equipment, and to address solutions.



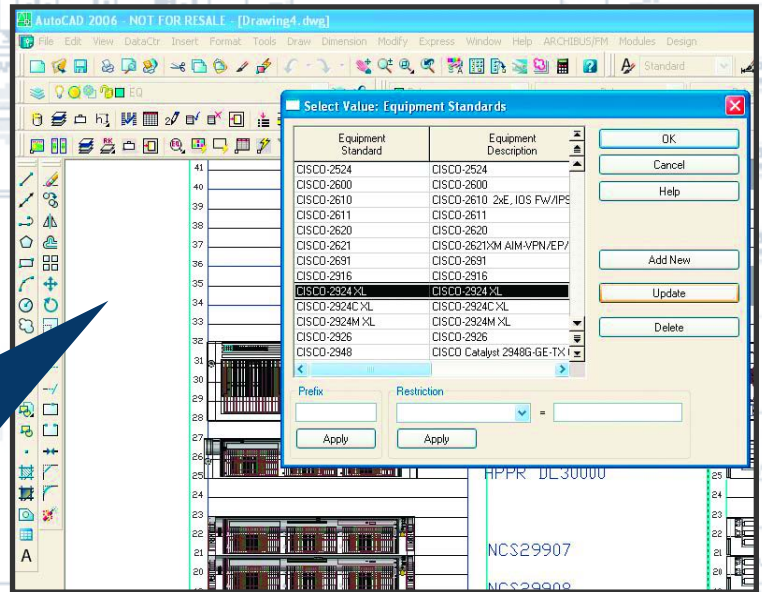
## Rock-Solid Foundations and Easy Integration

ShowRack is built on proven applications that set the standards in their industries. Its data center planning and asset management functionality works with the ARCHIBUS/FM Telecommunications & Cable Management application and uses Autodesk AutoCAD® capabilities. ARCHIBUS/FM's open system architecture allows ShowRack to integrate easily with other information repositories and ERP systems such as SAP®, PeopleSoft®, Oracle Financials®, JD Edwards®, and Microsoft Access®.

Visser Software has been supporting ARCHIBUS/FM users since 1993. The company helps organizations obtain maximum benefits from ARCHIBUS/FM by implementing, customizing, developing tools for, supporting, and training users on ShowRack, and on all ARCHIBUS/FM software. Visser Software can also provide on-site staff to operate ShowRack or any ARCHIBUS/FM application. Visser is an authorized Autodesk Developer and a founding member of the ARCHIBUS Developer Network.



Access a variety of asset specific query commands.



Drag and drop new assets from a validated list of your standards.

## Outstanding Partners

### ARCHIBUS, Inc.

ARCHIBUS is the #1 provider of infrastructure and facilities management solutions in the world, with expenditures for ARCHIBUS/FM-related products and services exceeding \$1.5 Billion (US). Throughout its 20-year history, ARCHIBUS, Inc. has developed innovations that eventually became industry standard. Today, more than 3,000,000 ARCHIBUS/FM users collectively manage 1.4 million buildings around the globe. ARCHIBUS/FM and ShowRack are supported through a global network of over 1,600 corporate real estate, information technology, infrastructure, and facilities management professionals.

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### Autodesk, Inc.

Autodesk created AutoCAD, the first drafting product for the PC. A fully diversified software company that provides targeted solutions for creating, managing, and sharing digital assets, Autodesk now has more than six million users, at companies including all of the Fortune 100.

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## Showrack Delivers Results

ShowRack from Visser Software Services, Inc. and ARCHIBUS, Inc. has helped major corporations and large government agencies to get control of assets, to simplify planning and to improve maintenance, upgrades and troubleshooting.

- > **ShowRack was the solution for an online brokerage** that was struggling to manually track the 500 racks in its data facility. The constant movement of equipment was making it all but impossible to keep up with the manual entry of rack location data in MS VISIO® and related spreadsheets.

Importing the spreadsheet information and a floor plan into the ShowRack database enabled dynamic generation of drawings for any of the racks. Documentation of equipment moves is now automated, with instantaneous turnaround. A single employee is now able to track all racks in multiple data centers with ShowRack.

- > **Consultants for a government agency saved the data center thousands of dollars and several months by implementing ShowRack for the client.** The client's manual tracking system could not keep up with rack equipment changes, and they were ordering a significant number of new racks to meet a perceived need for space. ShowRack revealed that existing racks were at only 50% capacity, eliminating the need to purchase and install racks. ShowRack also located "missing" pieces of equipment that the client had been planning to search for rack by rack. The agency now has a solid handle on what equipment it has and where it is located.

- > **The facilities asset group of a major producer of cable channel content turned to ShowRack to get control of their data center asset information.** The group needed to track equipment in two main data centers and numerous satellite offices throughout North and South America. They were using non-integrated asset information stored in Remedy® and smaller databases to track cables, connections and physical locations. Fragmented, inconsistent data made upgrades and repairs extremely challenging.

ShowRack let the facilities group combine information from all their systems into one easily-managed, uniform system. The company knows where all assets are located and has full standardized data on each, letting them plan effectively for changes from a central location. ShowRack provides Remedy® users with single-click access to rack drawings. Automated graphic display of racks and assets will also make it easier to comply with Sarbanes-Oxley.

- > **Thanks to ShowRack, a major data center development project is back on track.** A government agency was behind schedule and over budget on building a data center with 1200 racks. By using ShowRack to support rack visualization during the planning process, the agency brought the project back up to speed and is expected to complete it on time.

## Selected ShowRack Reports

### Active Work Requests for Today

#### Backbone Wireways & Assigned Cables

- > Net Segments
- > Data Jack Horizontal Terminations
- > Jacks by Rooms
- > Horizontal Cables by Floor

#### Equipment

- > by Net Segment
- > Count
- > Standards Book
- > Moves/Adds/Change Requests

### Available Ports by Panel

#### Punch Blocks

#### Rack

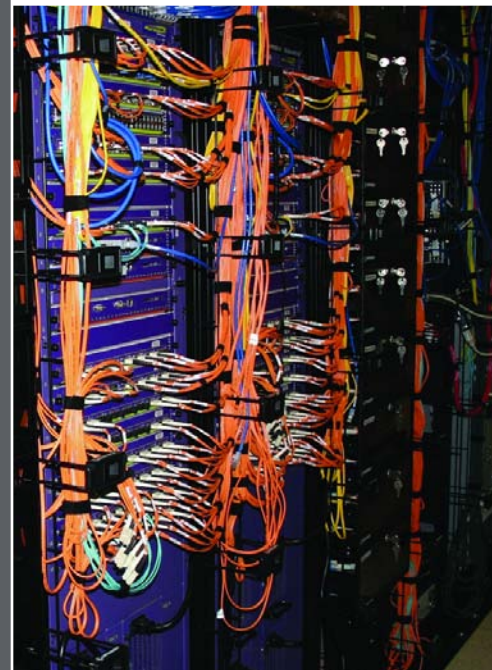
- > Heat Load Analysis
- > Power Load Analysis
- > Standards
- > Usage by Department

### Client Software Inventory

### Data Equipment Standards

### Employee Telecom Directory by Department

### Employees by Net Segment



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