

## DATA CENTRE USE CASE

### THE DATA CENTRE INDUSTRY

Data centres play a pivotal role in the operations of organizations, serving as the backbone for data storage, processing, and distribution. Efficient data centre management is critical for ensuring uninterrupted flow of information, which is important for optimal performance, security, and business continuity. Therefore, comes the need to manage and maintain continuous operation and uptime for data centres.

To meet this demand, it is essential to have a complete and unified solution that combines real-time monitoring with real-time notifications. SendQuick's smooth integration with ManageEngine, NetBotz, PRTG, Schneider DCIM, SolarWinds, Vertiv, and other data centre monitoring solutions and sensors precisely achieves that.

This use case illustrates how a data centre management solution, integrated with SendQuick, enhances operational efficiency, reduces downtime, and ensures the security and availability of critical IT systems.

### CHALLENGES IN DATA CENTRE

Managing a data centre is a complex task that requires constant vigilance and the ability to respond to incidents swiftly. Data centre management is fraught with several challenges, including:

#### **Downtime Reduction:**

Minimising unplanned downtime to maintain continuous operations and meet service level agreements. Any downtime or inefficiencies can result in substantial financial losses and damage to an organization's reputation.

#### **Incident Response:**

Promptly identifying and addressing critical incidents such as hardware or power failures, network outages, detection of changes by water, temperature, humidity sensors, fire alarms, closed circuit television or cyber and door security breaches.

#### **Resource Optimization:**

Maximising the utilisation of resources, such as servers, storage, and network devices, to reduce operational costs.

#### **Security:**

Ensuring data centre security and compliance with industry standards and regulations.

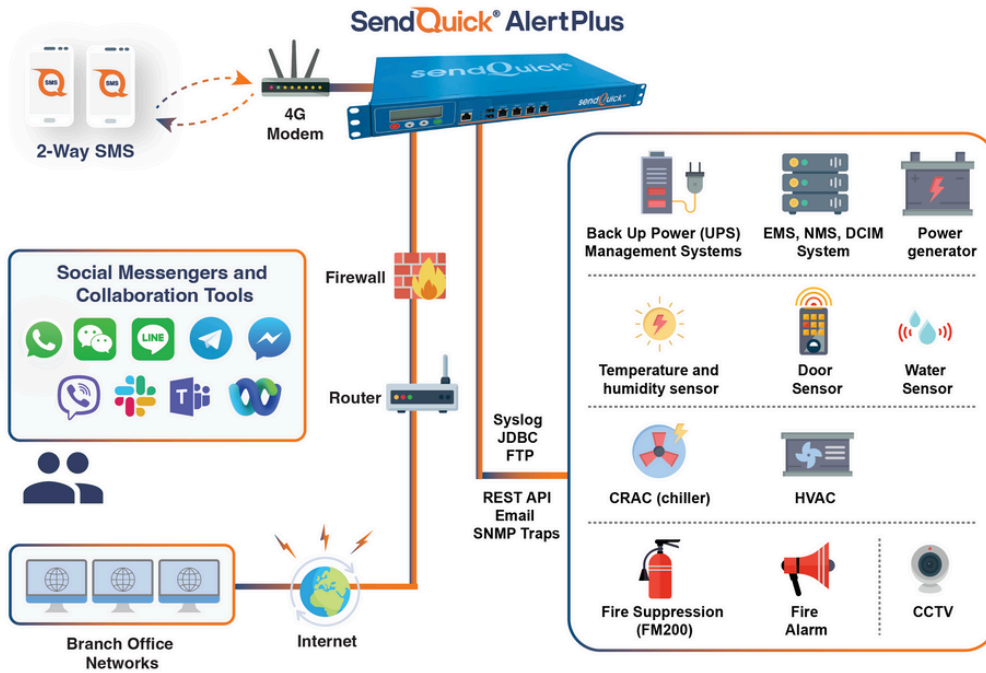


### Systems that need to be managed, monitored and have real-time alerts triggered for immediate response

- Back Up Power (UPS) Management Systems, EMS, NMS, DCIM System, Power Generator
- Temperature and humidity sensor, Door Sensor, Water Sensor
- Computer Room Air Conditioning (CRAC) chiller, Heating, Ventilation and Air Conditioning (HVAC) systems
- Fire Suppression (FM200), Fire Alarm, Closed Circuit Television (CCTV)

# THE SOLUTION

SendQuick is a robust and versatile communication platform that integrates seamlessly with data centre management solutions. Here is how it streamlines data center operations:



Integrating SendQuick with any data centre management solution not only streamlines operations but also enhances security, efficiency, and cost-effectiveness.

It empowers data centre teams to respond promptly to incidents, ensuring the uninterrupted operation of critical IT systems while also meeting security and compliance requirements.

## The IT Staff Experience with SendQuick



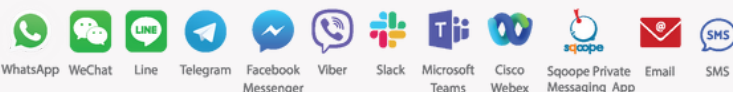
### Incident Tracking and Reporting

SendQuick seamlessly integrates the IT alert management system into the data centre's existing infrastructure and effectively manage alerts from all monitoring tools. By keeping a log of all incidents and responses, this provides data centre managers with valuable insights into the frequency and nature of incidents. This data can be used to improve preventive measures and optimise resource allocation.



### Real-time Alerts and Notifications through Omnichannels

SendQuick integrates with data centre monitoring and management systems. When it detects an anomaly or incident, real-time alerts are triggered to the appropriate personnel. This immediate response helps reduce downtime and minimise data centre disruptions. SendQuick supports various communication channels, including SMS, email, voice calls, social messengers. IT staff are reached through their preferred channels on their mobile phones, increasing the likelihood of a swift response.



### Automation and Workflow Integration

SendQuick can be configured to automatically filter out insignificant alerts, dispatch relevant alerts to on-duty staff based on their roster group and user preferences, allowing for faster resolution and reduced human error. Recipients have the option to acknowledge alerts, allowing the system to track the status of each issue. This streamlines incident management and minimises downtime.



### Security and Authentication

SendQuick enhances data centre security by integrating Multi-Factor Authentication (MFA) with extra layer of security, before granting access to sensitive data or systems. This feature ensures that only authorized personnel can access critical systems, safeguarding sensitive information.

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