



BUSHEY

CUSTOMER STORY

A major financial institution embarked on a transformative Data Centre project, engaging the Bushey advisors to deliver advanced DCIM solutions and expert project oversight.

OVERVIEW

The project centred on the development and implementation of a Data Centre Information Management (DCIM) system at a prominent financial institution's IT operations facility. The initiative was driven by the need to modernise infrastructure, enhance operational visibility, and ensure robust management of assets, power, cooling, and environmental controls. Bushey Advisors were engaged to provide technical expertise throughout procurement, design, and implementation stages, working closely with stakeholders and vendors. The scope included reviewing tender submissions, conducting technical assessments, and supporting the client through vendor selection and contract negotiation. Once the preferred vendor was appointed, the Bushey Advisors oversaw the tool construction programme, coordinated with contractors, and monitored progress to ensure timely completion and quality standards. The Bushey Advisors involvement extended to design reviews, installation supervision, and commissioning support, culminating in comprehensive reporting and lessons learned documentation. The project concluded with a successful handover, including defect management and operational readiness assessments, ensuring the DCIM system met the institution's requirements for efficiency, reliability, and future scalability. This collaborative approach delivered a modern, integrated solution tailored to the client's evolving needs.

THE COMPANY

A leading not-for-profit organisation in Asia, this group operates world-class horse racing, sports, and entertainment businesses. It is recognised for community development, charitable giving, and responsible gaming, managing extensive betting, membership, and hospitality services, while supporting a wide range of social and cultural initiatives for the broader community.



TARGET

Deliver a unified Data Centre management system to improve efficiency, asset visibility, and operational control.



DEVELOPMENT

Development involved careful planning, vendor selection, technical reviews, and collaboration to ensure seamless system deployment.



INTEGRATION

Integration ensured new management tools worked smoothly with existing systems, supporting accurate data and efficient workflows.

Contact Us



+61 1800 959 925



www.bushey.com.au
contactus@bushey.com.au



Level 1 / 9-11 Grosvenor Street, Neutral Bay, NSW 2126. Australia

CHALLENGE

The client faced several challenges that necessitated external consultancy support. Initially, the client struggled with fragmented infrastructure management, limited visibility into asset performance, and inefficiencies in power and cooling operations. The complexity of coordinating multiple contractors and vendors, each with distinct scopes and timelines, further complicated project delivery. During procurement, the client required guidance to navigate a crowded marketplace of DCIM solutions, each offering varied capabilities and integration options. The Bushey Advisors identified additional challenges in aligning with the construction programme and IT vendor onboarding, ensuring that critical milestones were met without delays.

Throughout implementation, unforeseen technical issues arose, such as discrepancies in design documentation, integration hurdles between building management and IT systems, and the need for rigorous quality assurance to enable alignment of tooling. The Bushey Advisors also encountered logistical constraints, which demanded adaptive communication and virtual collaboration. Managing stakeholder expectations, maintaining project momentum, and resolving disputes between parties required diplomatic negotiation and clear reporting. These combined challenges underscored the importance of expert oversight and a structured approach to risk management and problem resolution.

CLIENT'S 1st DCIM Tool

Bushey Advisors enabled a comprehensive DCIM tool and system, significantly improving operational efficiency and infrastructure visibility.

INTEGRATION OF IT AND FACILITY DATA FOR SINGLE VIEW

The project delivered integrated real-time monitoring, asset management, and automated reporting, supporting strategic planning and risk mitigation

SOLUTION

The Bushey advisors delivered a comprehensive solution through a structured, multi-stage approach. Initially, they conducted a thorough review of tender submissions, providing technical observations and recommendations to guide the client's selection process. Their expertise was instrumental in shortlisting vendors, evaluating DCIM capabilities, and supporting contract negotiations. Once the preferred vendor was appointed, the Bushey Advisors collaborated with the client and contractors to align the tooling implementation with construction and IT Fit Out programmes, ensuring that installation schedules and dependencies were clearly defined.

Regular progress monitoring and quality assurance audits were implemented to track vendor performance and address emerging issues promptly. The Bushey Advisors facilitated design reviews, commented on technical submissions, and coordinated with project stakeholders to resolve design and coordination challenges. During installation and commissioning, they supervised on-site activities, witnessed testing procedures, and verified compliance with specifications. Defect management was handled through detailed inspections, reporting, and follow-up actions to ensure all outstanding works were rectified. The advisors also provided operational readiness assessments, reviewed as-built documentation, and advised on maintenance contract provisions. Throughout the project, they maintained transparent communication with the client, delivered monthly and weekly progress reports, and documented lessons learned to inform future initiatives. This methodical approach ensured that the DCIM system was implemented efficiently, met quality standards, and was fully integrated with existing infrastructure, delivering lasting value to the client.

RESULTS

Upon completion, the advisors delivered a fully operational DCIM system tailored to the financial institution's requirements. The solution encompassed advanced asset management, real-time monitoring of power and cooling, and integrated dashboards for operational visibility. The system provided comprehensive inventory tracking, instant alerts, and trend analysis, enabling proactive management of Data Centre resources.

Integration with third-party management systems ensured seamless coordination between building and IT operations. The Bushey Advisors' oversight resulted in timely installation, successful commissioning, and thorough defect rectification. Detailed as-built documentation, maintenance manuals, and operational readiness reports were handed over to the client, supporting ongoing management and future scalability.

The project's conclusion was marked by a smooth transition to operational use, with all stakeholders briefed and trained on system functionality. The client now benefits from enhanced efficiency, reliability, and control over its Data Centre environment, positioning it for continued growth and technological advancement.

BENEFITS

The project delivered significant benefits to the financial institution. Enhanced operational efficiency was achieved through real-time monitoring and automated alerts, enabling swift response to potential issues. Improved asset management and inventory tracking provided greater visibility and control over Data Centre resources, reducing downtime and optimising capacity planning.

The integration of power and cooling management systems resulted in better energy utilisation and cost savings. Comprehensive reporting and dashboards empowered decision-makers with actionable insights, supporting strategic planning and risk mitigation. The Bushey Advisors' structured approach to quality assurance and defect management ensured that the installation met high standards, minimising future maintenance requirements.

Stakeholder collaboration and transparent communication fostered a culture of continuous improvement and knowledge sharing. The institution now enjoys a scalable, future-proof infrastructure that supports evolving business needs and regulatory compliance. Overall, the project has strengthened the client's technological foundation, enhanced resilience, and delivered measurable value across operational, financial, and strategic dimensions.

CLIENT FEEDBACK

"As Head of Data Centre Management, I am delighted with the project's outcome. The new DCIM management system has transformed our operations, delivering greater efficiency, improved visibility, and enhanced control, reducing downtime and allowing us to be proactive in the management of the facility. The Bushey Advisors' expertise in the IT and Facility services, and collaborative approach ensured a seamless implementation, setting a new benchmark for both of our new Data Centre's performance and future readiness."

Client Head of Data Centre Management
