

Data-Driven Decisions for Smarter IT Operations

How FNT's Custom Reporting and Analytics Empower IT, Data Center & Network Infrastructure Managers

In this expert paper, you'll learn how FNT's reporting and analytics transform raw infrastructure data into practical insights. With a unified data model and customizable dashboards, managers of IT, data centers, and network infrastructure gain the clarity and agility needed to optimize operations and stay competitive.

CONTENT CERTIFIED

by Experts

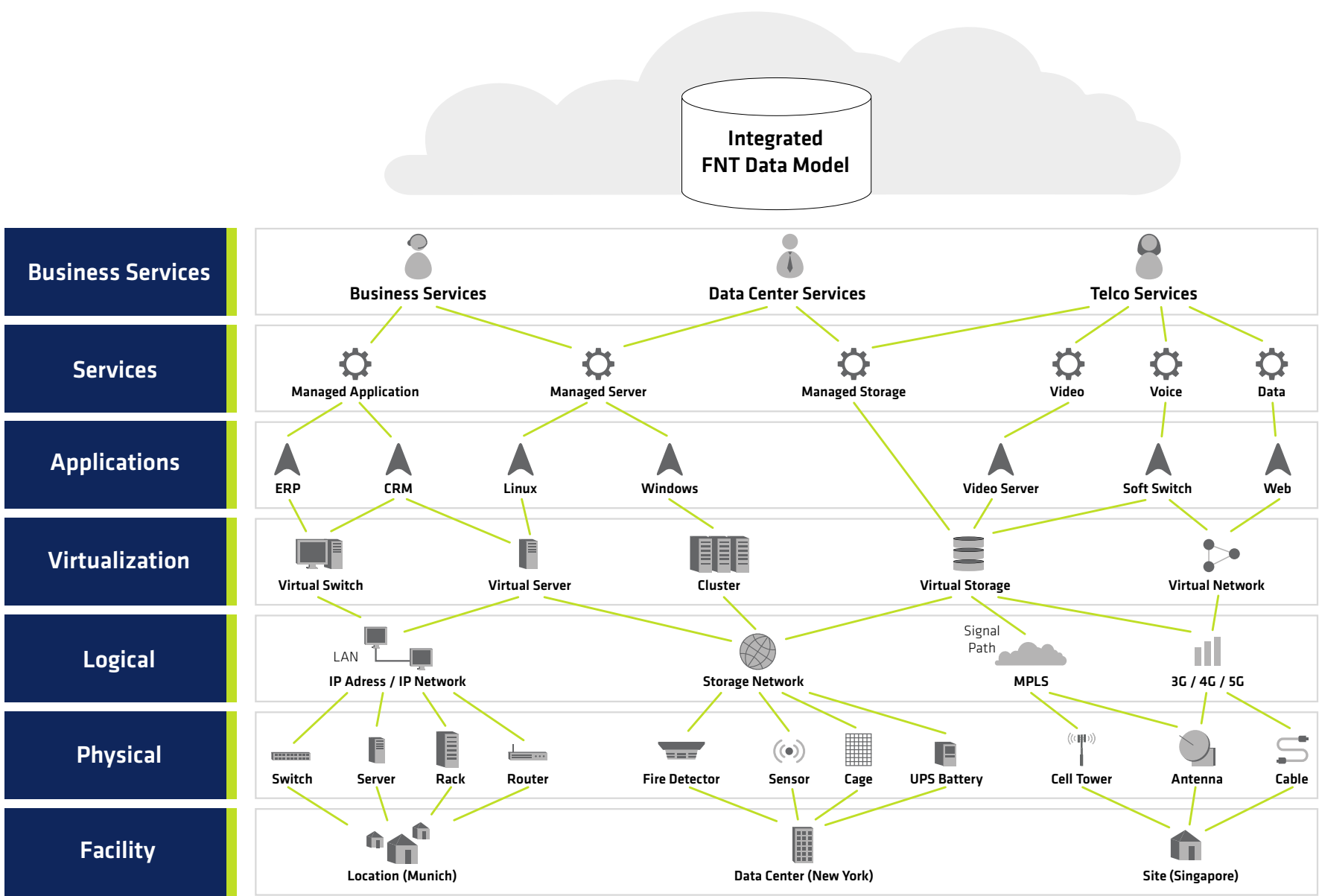


In this Expert Paper

Managing today’s IT and data center environments requires more than experience and intuition. Rising complexity, cost pressures, and sustainability goals demand decisions that are transparent, data-driven, and fast. Only with the right insights can organizations optimize resources, reduce risks, and maintain high service quality.

This paper shows how FNT’s cross-domain data model and advanced analytics turn raw infrastructure data into actionable intelligence. You will discover the key metrics that matter, the advantages of a unified data source, and how customizable reporting empowers different roles within the organization. Real-world examples demonstrate how FNT enables faster decisions, greater agility, and a measurable competitive edge.

FNT transforms raw infrastructure data into actionable intelligence for smarter IT management.



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Key Findings at a Glance



Data-driven decision-making is a necessity for IT, DC & network infrastructure management.



Analytics and reporting support not only daily operations but also strategic decisions.



The right metrics are crucial to optimize operations, efficiency, and sustainability.



Customizable dashboards ensure relevant insights for every organizational role.



FNT's cross-domain data model delivers unique interconnectivity across all assets.



Advanced reporting and analytics provide a clear competitive advantage.

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Data center agility and competitiveness hinge on actionable insights for faster, smarter decisions.

The Importance of Data-Driven Decision-Making

In the increasingly complex landscape of Data Center Management, it's no longer possible to operate effectively on instincts alone. Data-driven decision-making has evolved from a luxury to a necessity. With the advent of big data and machine learning, the role of data in shaping strategic and operational decisions has become indispensable. Data provides the granular insights needed to understand asset performance, predict maintenance needs and optimize resource allocation, not to mention improving customer satisfaction metrics. Put simply, it's not just about collecting data; it's about making that data actionable.

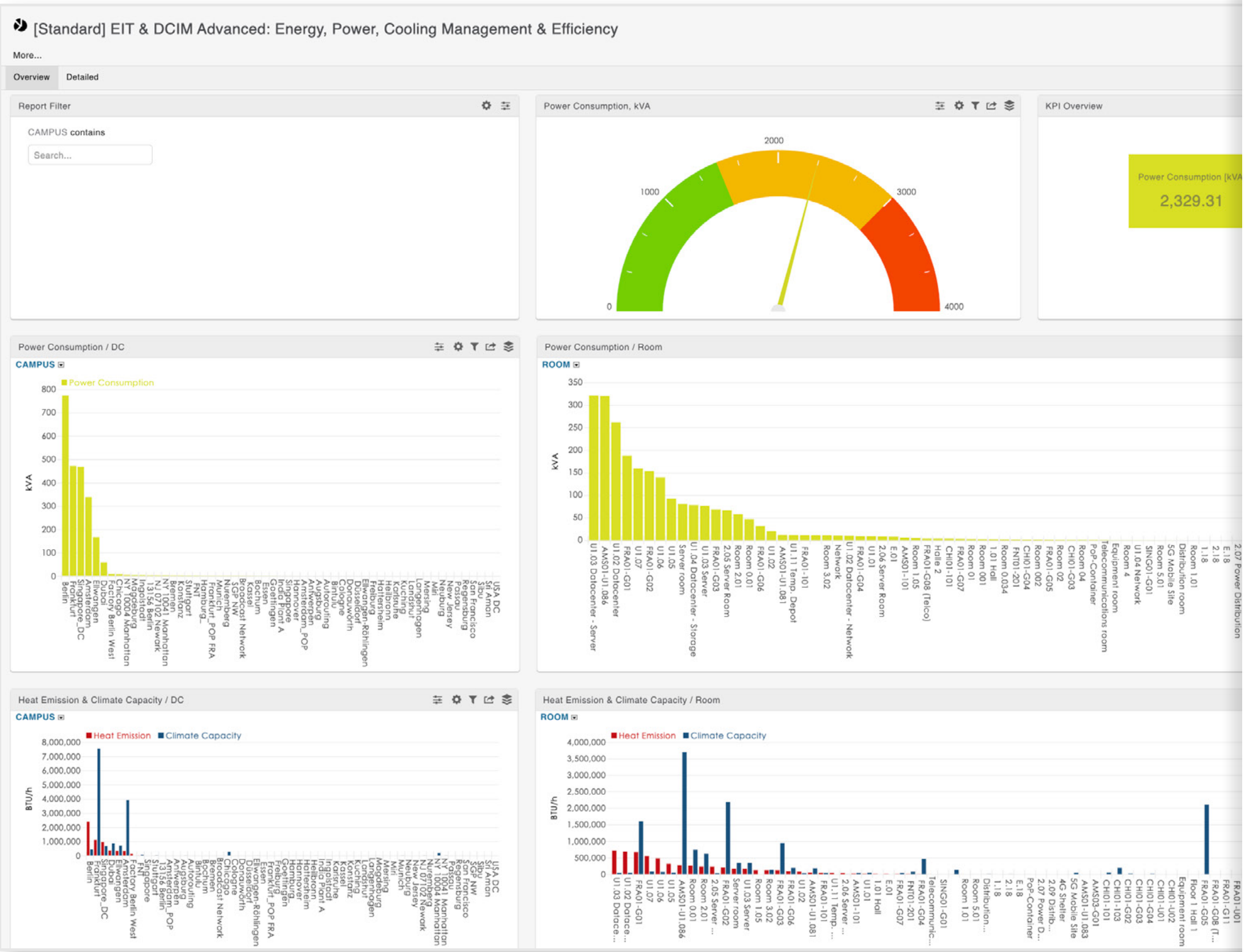
For data center operators and IT asset managers, business and operational agility is paramount. Therefore, the speed and accuracy of decision-making can make or break an enterprise. The margins in the data center business can vary significantly depending on a range of factors. These include the scale of the operation, the efficiency of the data center and the types of services offered, or internal IT infrastructure estate being managed. Therefore, effective planning and decision-making can be a distinct competitive advantage.

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What are the Metrics that Matter in Large-scale IT Infrastructure Operations?

When it comes to managing large IT infrastructure estates, there are many different metrics that help to optimize operations. These range from asset utilization and lifecycle management to inventory accuracy, compliance and vendor performance. These factors also impact even more important metrics such as asset cost management and service availability. Increasingly, energy consumption and efficiency are also becoming crucial for cost management and environmental considerations.

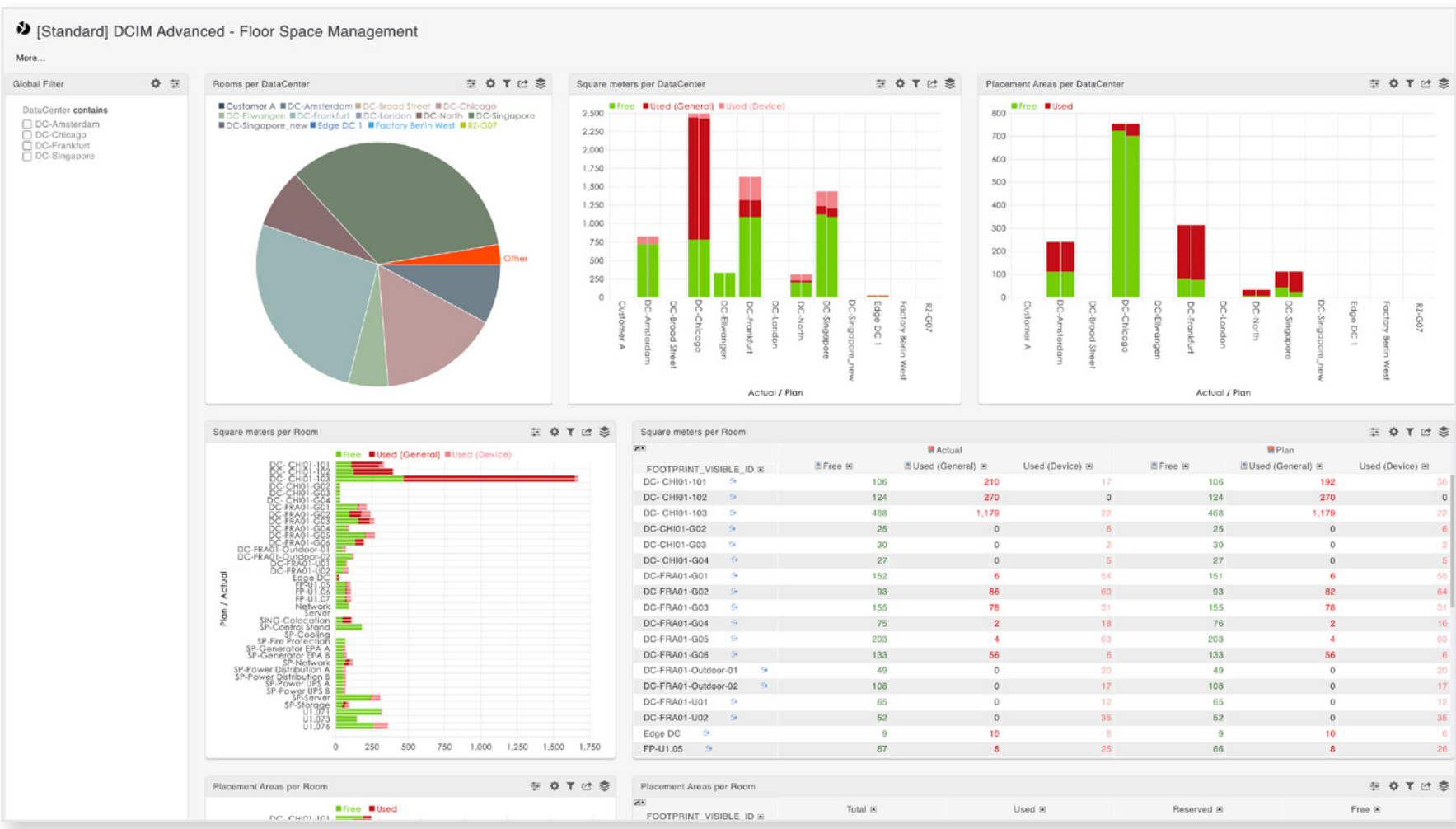
Effective IT infrastructure management depends on key metrics like utilization, compliance, cost, availability, and energy efficiency.



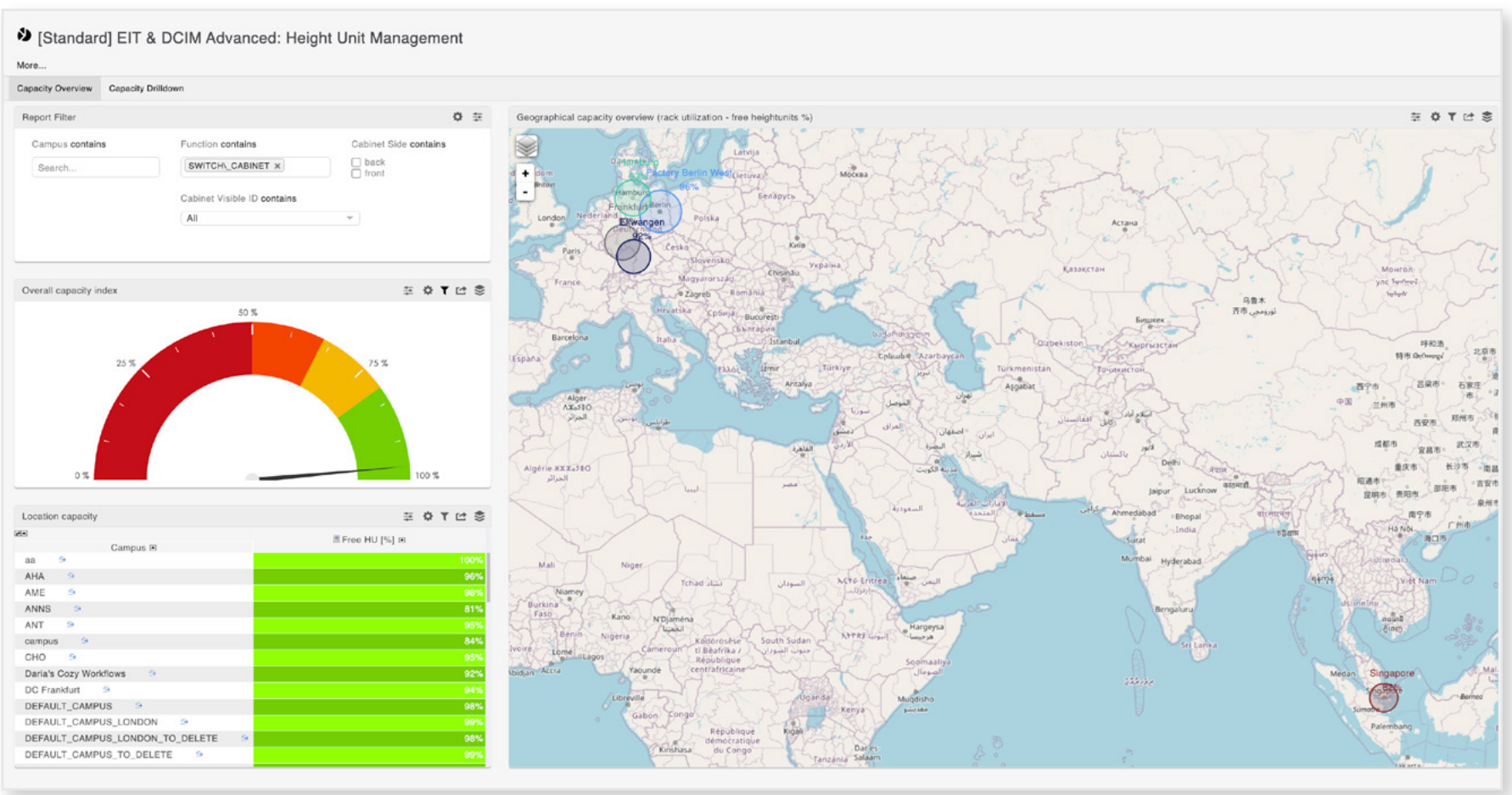
Energy, Power, Cooling Management & Efficiency

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Efficient management of power and cooling systems directly impacts the bottom line by reducing operational costs and acting as indicators of how well an organization is utilizing its resources. Lower energy costs and efficient space utilization, indicated by metrics like Rack and Floor Space Efficiency, can defer the high capital expenditures associated with data center expansion or additional lease costs.



Floor Space Management



Height Unit Management

In contrast, metrics related to network management, security and reliability have a more indirect, yet substantial, impact on profitability. Efficient resource utilization and network health metrics can improve service quality. Similarly, quick and effective responses to security, outage and other operational incidents can mitigate financial and reputational damage, while high reliability scores (MTBF and low MTTR) can lead to higher (internal and external) customer satisfaction and contract renewals. All these factors collectively contribute to the organization's profitability.

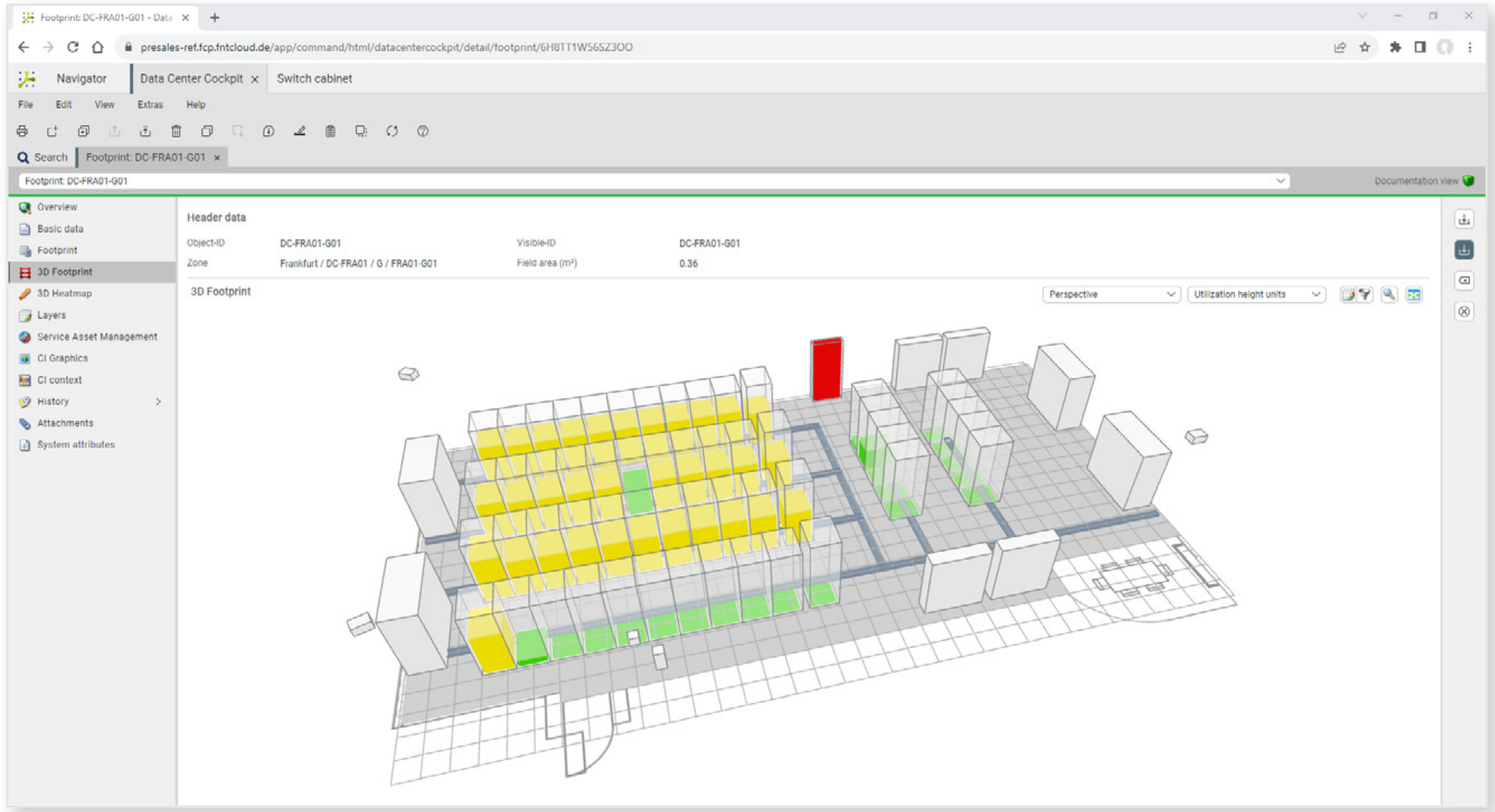
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Introduction to FNT’s Unique Features

When it comes to data that impacts IT and DC operations, it’s not just how much data, but how tightly coupled it all is. FNT stands out for its unique cross-domain data model, which offers a level of data interconnectivity that is unique. This model allows for rich, multi-dimensional analytics that can encompass everything from energy consumption patterns to asset utilization rates and connectivity lease costs. This is a significant advantage over traditional DCIM tools, which often don’t incorporate such a holistic view of all resources and associated metrics.

Compared with DCIM, FNT offers more comprehensive HDIM (Hybrid Digital Infrastructure Management) and Digital Twin functionality, consolidating all related data sets in a single repository. It also uniquely combines connectivity and asset management across physical, logical and virtual objects.

Moreover, it’s FNT’s extensive data layer model, that allows it to prepare one of the most comprehensive and connected data sets available.



Capacity Utilization of Rack Height Units

FNT’s cross-domain data model and HDIM deliver a holistic, connected view beyond traditional DCIM.

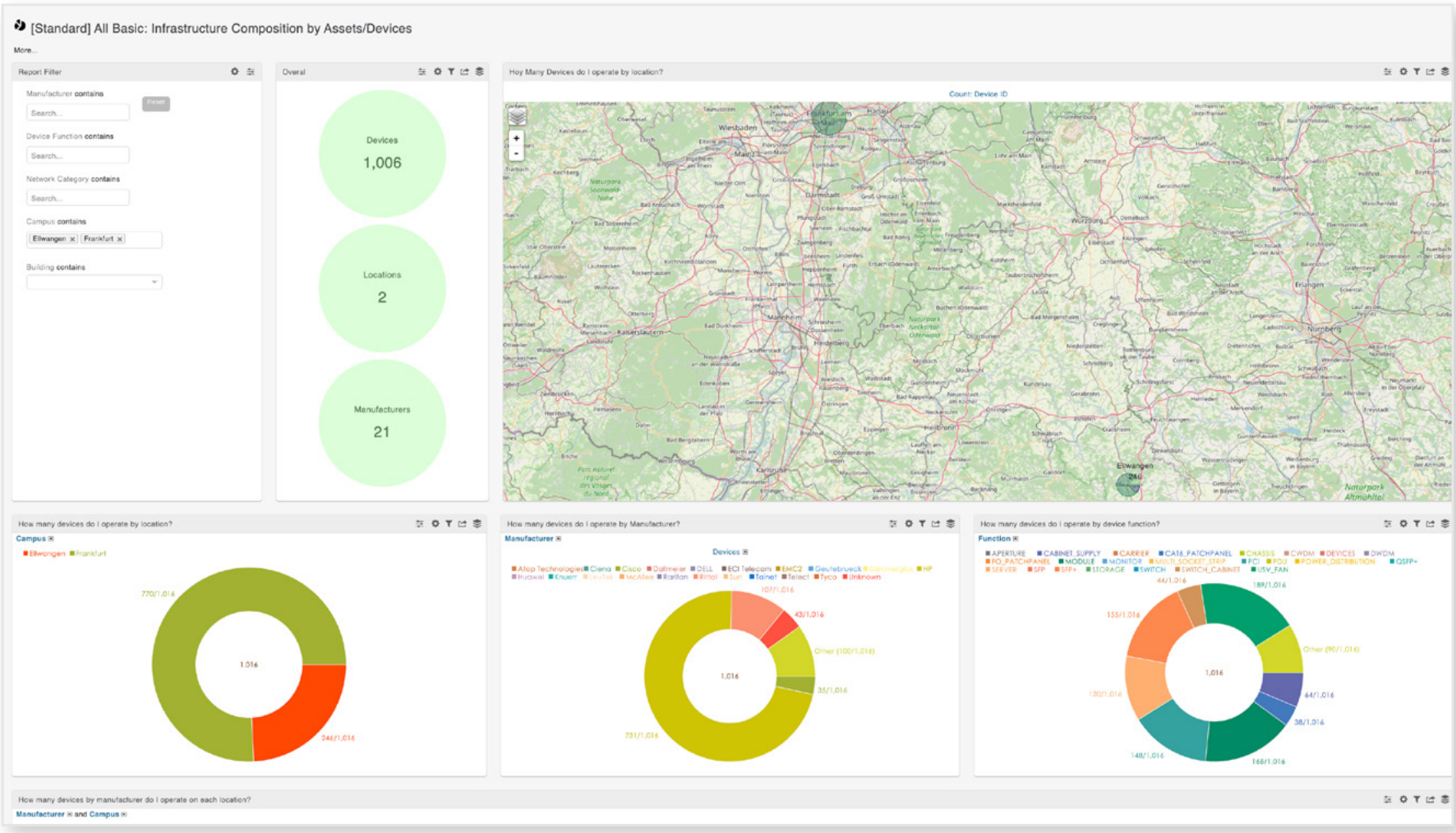
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The Business Imperatives of Analytics and Reporting

In addition to the day-to-day operational decision-making cited above, FNT’s analytics and reporting tools provide the empirical evidence needed to justify investment decisions, identify inefficiencies and validate strategic changes. In the absence of robust analytics, operators are essentially flying blind, making decisions based on guesstimates, incomplete or outdated information.

Moreover, the highly interconnected data model of FNT allows for complex queries that can answer a range of business and operational questions. For instance, it can provide insights into how different types of assets or domains interact with each other, thereby identifying potential areas of synergy or conflict. This is something that tends to be exceedingly difficult to achieve with traditional, siloed DCIM tools.

FNT’s analytics capabilities are not just about number-crunching or pretty graphs; they offer a holistic view of the entire IT and data center ecosystem. The platform can model on-premise, cloud, edge, network, facility and customer resources, providing



Infrastructure Composition by Assets/Devices

a 360-degree view of the DC landscape. It also manages the IT asset estate from servers, storage, applications, virtualization and business services. The combined analytics features of FNT Analytics and CI Management Stored Search, and Query Editor also provide predictive capabilities, enabling businesses to anticipate issues before they become critical problems.

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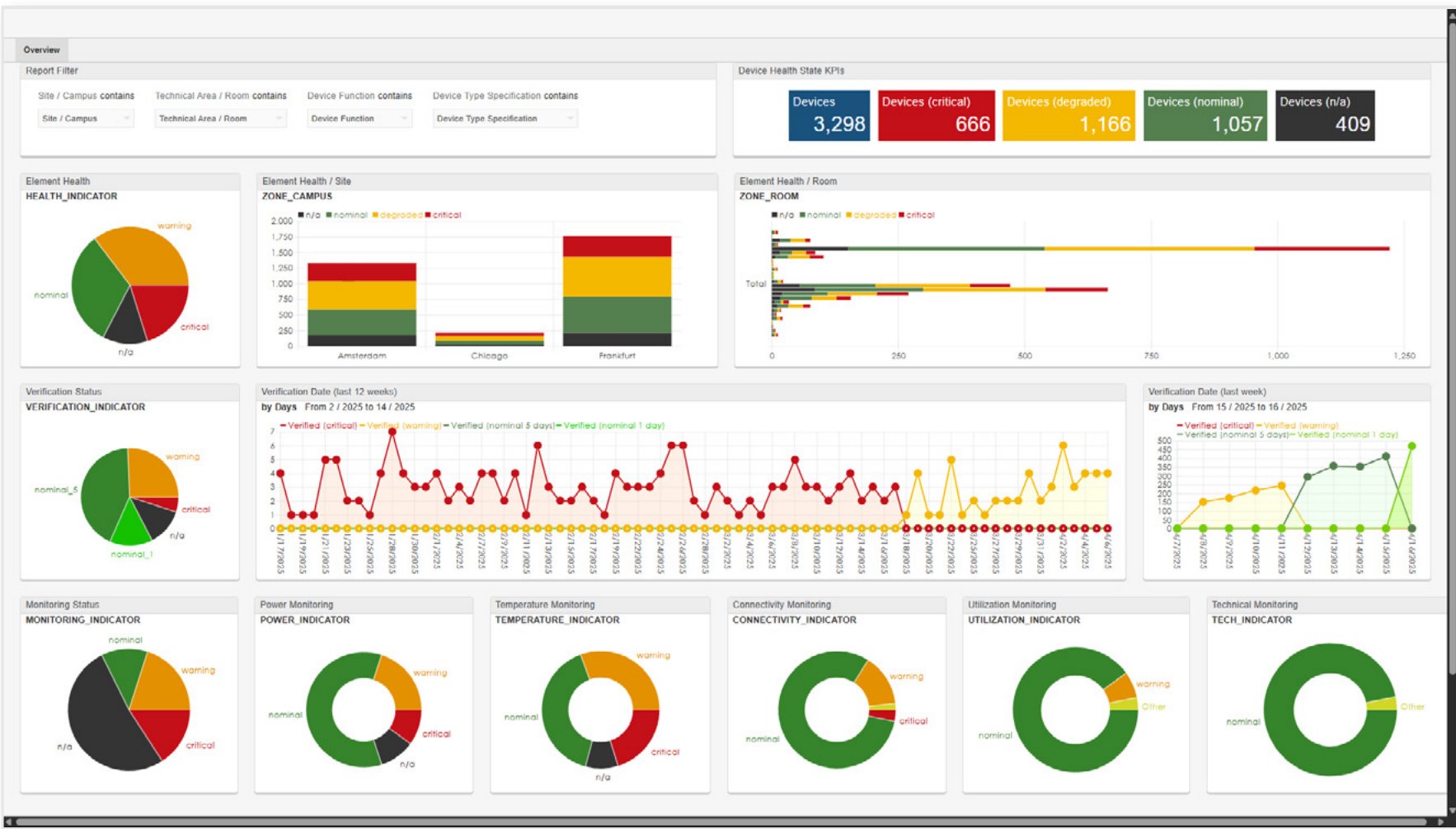
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How a Single Source of Truth Delivers Better Decision-Making

FNT’s analytics are designed to be intuitive and user-friendly, but they are also incredibly powerful. They can be customized to suit the specific needs of different roles within an organization, from C-level executives to operational staff. This level of customization allows for more targeted decision-making for each role, enhancing both efficiency and effectiveness.



Data Driven Insights into Infrastructure Health & Monitoring Metrics

FNT’s analytics provide intuitive, role-specific insights for smarter decisions.

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FROM THE FIELD

A leading Italian provider of ICT and digital services faced the challenge of efficiently managing multiple data centers and preparing bespoke digital transformation projects for clients. To streamline their operations and make informed decisions, the provider chose FNT Command. It serves as a single source of truth, creating a digital twin of the network and service data, thereby ensuring that all departments have a consistent and up-to-date view of resources.

FNT’s platform allowed for the migration of existing data into a unified repository, effectively breaking down departmental silos. This central database has become the shared master data source for various roles within the organization, ensuring that all activities have access to accurate and consistent information. This unified approach significantly improved the provider’s ability to plan, build and deploy hardware and services efficiently.

To further enhance decision-making, FNT Analytics was employed to visualize key metrics and other critical data. The provider now benefits from configurable dashboards / reports that offer valuable insights into available resources, thereby accelerating both operational and strategic decisions.

Reporting and Analytics as a Competitive Edge

FNT’s reporting and analytics features give businesses a clear competitive edge. They highlight the metrics that matter and enable data-driven decisions essential in today’s dynamic data center environment. With its unique data model and advanced analytics, the platform is a vital tool for optimizing infrastructure and processes.

To boost efficiency across your data center operations, now is the time to explore FNT’s custom reporting and analytics features – the first step toward a more data-driven future.



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Exemplary KPI and Metrics Overview in IT & DC Data Driven Decision Scenarios

Management Scenario	KPI Reporting Task	Benefits	KPIs/Metrics
Data Center Facility Landscape Management	Provide a structured overview of data center facilities, categorizing them by type, size (racks/cabinets), and location.	Supports proactive data center management, optimizing resources, and improving operational efficiency.	Key KPIs include the number of campuses, buildings, rooms, cabinets, and servers, as well as cabinet distribution by campus, building, and room.
Infrastructure Composition Management by Assets/Devices	Provide a comprehensive inventory of devices across an organization, detailing their locations, manufacturers, and functions.	Supports better asset tracking, security management, and regulatory compliance.	Key KPIs include the number of devices categorized by location, manufacturer, function, and network category.
Floor Space Management	Provide a detailed analysis of space utilization in data centers.	Optimizes the use of physical space, improves operational efficiency, and supports sustainability and cost-saving initiatives.	Key metrics cover room counts, space usage in square meters, and placement area utilization.
Data and Power Port Capacity and Utilization	Provide data center managers with a comprehensive overview of data and power port usage across locations, cabinets, and device types.	Empowers data center managers to track and optimize data and power port usage, ensuring efficient resource allocation, proactive maintenance, and effective scalability planning.	Key KPIs include the number of data and power ports by location, cabinet, device function, and connector type, broken down by port status.

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Management Scenario	KPI Reporting Task	Benefits	KPIs/Metrics
Energy, Power, Cooling Management & Efficiency	Monitor and optimize energy efficiency in data centers by tracking power consumption, heat emissions, and cooling capacity.	Enables proactive energy management and sustainability improvements.	Key KPIs include power consumption, power usage effectiveness (PUE), heat emission, and cooling capacity by location and cabinet, along with TOP10 cabinets by power consumption and heat emission.
Height Unit Management	Provide detailed insights into the utilization of height units (HUs) across your data center infrastructure.	Enables proactive management of available space to support scalability and efficient operations.	Key KPIs include the overall capacity index, percentage of free HUs by location, and HU counts (free, planned, occupied) by location, room, and rack.
Workplace Landscape Composition Management	Provide insights into the structure, management, and utilization of physical and digital workspaces within an organization.	Optimizes resource allocation, improves operational efficiency, and ensures alignment with business objectives.	Key KPIs include the number of workplaces by location, type, and status (operating/planning), as well as the number of workplace components by location, function, and manufacturer.
Software License Management	Provide visibility into the software inventory and license compliance status within the organization.	Ensures that software usage aligns with licensing agreements, supports cost optimization by identifying unused licenses, and strengthens IT asset and risk management by tracking software versions and expirations.	Key KPIs include total, used, and free licenses by software product, as well as licenses by status (valid, expiring soon, expired).
Sustainability Management	Provide a comprehensive view of the environmental impact of data center assets, supporting organizations in tracking carbon emissions and measuring sustainability progress over time.	Enables documenting carbon footprint and taking data-driven decisions for reducing environmental impact and aligning with corporate responsibility and compliance goals.	Key KPIs include total and average kgCO ₂ eq and additional environmental impact factors per year and over device lifecycle, with emissions categorized by campus, building, room, device function, device type, and manufacturer.

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Turn your infrastructure data into a strategic asset with FNT's cross-domain model and dashboards, enabling clear insights, smarter planning, and measurable business impact.

Conclusion

In today's dynamic IT and data center environments, intuition alone is not enough. Transparent, data-driven decisions are essential to manage complexity, control costs, and deliver reliable services.

Analytics and reporting turn fragmented information into clarity. With a unified view across physical, logical, and virtual layers, organizations can connect metrics directly to business outcomes and eliminate blind spots. FNT's cross-domain data model and customizable dashboards provide exactly this foundation, enabling faster insights, smarter planning, and measurable competitive advantage.

The next step is simple

🔗 **Explore a demo**, run a proof-of-value, or engage with our experts. Together, we can transform your infrastructure data into a strategic asset that drives better decisions across your organization.

FNT

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Q&A with FNT’s Expert



Matthias Gromann
Director Business Line
IT & Data Center Solutions

How can I make sure I’m focusing on the right metrics in such a complex IT and data center environment?

Matthias Gromann: “The key is to separate noise from signal. Many organizations track dozens of KPIs, but only a few truly impact cost, performance, and resilience. Start with those that link directly to business outcomes such as service availability, energy efficiency, or customer satisfaction. From there, create a hierarchy of operational KPIs for daily work and strategic KPIs for long-term planning. A unified data model helps reveal dependencies across domains – like how energy use affects uptime. That way, you’re not just measuring, you’re steering your infrastructure toward measurable business value.”

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How do I break down data silos to get a single source of truth for decision-making?

Matthias Gromann: “Silos are the biggest barrier to fast, confident decisions. If facilities, IT, and network teams each rely on separate tools, insights remain fragmented. Consolidating infrastructure data into one platform changes that. When physical, logical, and virtual layers are connected, transparency improves and everyone works with consistent, up-to-date numbers. This shared foundation allows analysis across domains, revealing dependencies that used to stay hidden. Most importantly, it builds trust: once stakeholders rely on the same dataset, decisions become quicker, collaboration smoother, and results more reliable.”

How can data-driven insights support sustainability and compliance goals?

Matthias Gromann: “Sustainability and regulatory compliance are no longer optional – they’re key business drivers. Analytics helps by making the impact of IT operations transparent. Instead of broad estimates, you gain precise data on energy use, emissions, and resource efficiency. This allows you to document progress toward sustainability targets and prove compliance with regulatory requirements. Beyond reporting, these insights point directly to areas where efficiency can be improved, from power consumption in racks to underutilized assets. In this way, analytics becomes a bridge between operational decisions and corporate responsibility – aligning day-to-day IT management with long-term environmental and compliance objectives.



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About FNT Software

FNT Software, headquartered in Ellwangen (Jagst), Germany, simplifies the management of highly complex digital infrastructures in companies and public authorities with its FNT Command Platform. With the cloud-enabled “Software made in Germany”, IT, telecommunications and data center infrastructures can be efficiently recorded as digital twins and documented across all levels from buildings to digital services. The software also offers open interfaces and numerous functions for planning, implementing and automating transformations and changes in an integrated manner. FNT’s customers include more than 500 companies and government agencies worldwide, including more than half of the DAX-40 listed corporations. FNT* operates offices in several locations in Germany as well as in New York, Singapore and Timisoara and has an international partner system with market-leading IT service providers and system integrators.

*refers to FNT Software GmbH incl. its subsidiaries.



Transparency Note:

Written by Experts | Author: Matthias Gromann | AI-Enhanced

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