ILLUSTRATIVE SUCCESS STORY · COLOCATION & DATA CENTER OPERATORS

A colocation provider closes its skills gap with an AI coworker

Experienced data center engineers are hard to hire. A colocation operator gave its site teams the UnityOne AI assistant, so anyone on shift can check cabinets, devices, storage and carbon by asking.

WHY GENAI FITS COLOCATION & DATA CENTER OPERATORS

In the Uptime Institute 2023 staffing survey, 58% of data center operators reported difficulty finding qualified candidates. An assistant that answers infrastructure questions in plain language helps less experienced staff work like veterans, and gives customers faster answers.

THE ORGANIZATION

A colocation provider with several sites, offering cabinets, power and remote hands, plus private cloud for some customers. Shift teams include newer engineers alongside a few senior specialists.

The challenge

- Few senior engineers, many questions
- Cabinet and capacity checks done by walking the floor or opening spreadsheets
- Customers asking for carbon and energy data per cabinet
- Knowledge locked in the heads of a few people

What they did with UnityOne AI

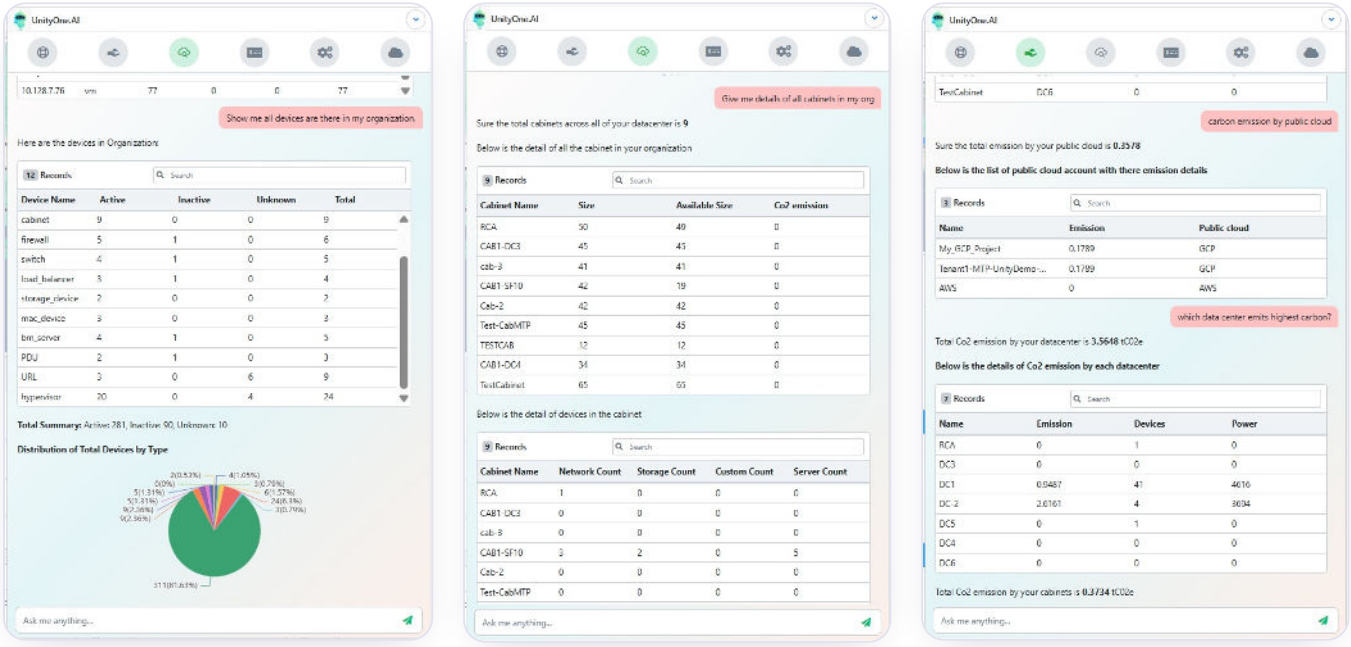
- Put every site's devices, cabinets and sensors into Cerne™ DCIM
- Gave shift teams the AI assistant
- Answered customer capacity and carbon questions from the conversation
- Used proactive alerts and recommendations to plan work

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A DAY WITH THE AI COWORKER

Questions that used to take hours

When	Who	They ask	They get
07:00	Shift engineer	“Show me all devices there are in my organization”	Active, inactive and unknown devices by type
09:45	Capacity planner	“Give me details of all cabinets in my org”	Size, free space and devices per cabinet
11:20	Storage engineer	“Show me storage devices that have consumed more than 60% space across all data centers”	Storage devices over the limit, by site
15:00	Sustainability lead	“Which data center emits the highest carbon?”	Emission, devices and power per data center



Device inventory, cabinet capacity and carbon by data center.

THE OUTCOME

What changed for the team

Newer staff, expert answers
Anyone on shift can check capacity and status.

Fewer floor walks
Cabinet and device detail by asking.

Carbon on request
Customer sustainability questions answered quickly.

Shared knowledge
Answers no longer depend on one specialist.

Illustrative success story: a composite scenario showing how teams in this industry use the UnityOne AI assistant. It is not a named customer, and outcomes are described qualitatively, not measured results.

WHY UNITYONE

Built for DCIM
Racks, PDUs, sensors and cabinets.

Sustainability included
Carbon by site and cabinet.

Safe
Guardrails and approvals.

GETTING STARTED

STEP 1

Ask

Try the assistant in the UnityOne AI Playground.

STEP 2

Connect

Link your data centers, clouds and monitoring.

STEP 3

Delegate

Hand routine tasks to agents, with approvals.

GET STARTED

Meet your AI coworker

Ask the UnityOne AI assistant your own DCIM, AIOps, FinOps and GreenOps questions in the Playground, or talk to our team about bringing it to your operations.

▷ Enter Playground ✉ Contact Us

Email: contact@unityone.ai · Playground: cerne.unityone.ai · Sales: unityone.ai/contact-us

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