



Executive summary

## Automate high-touch server lifecycle management tasks

with Dell EMC OpenManage Enterprise integrations and plugins

IT admins have a long list of responsibilities. Tasks like manual server management, maintenance, and troubleshooting can consume huge quantities of their time and energy. Dell EMC™ OpenManage™ Enterprise (OME) 3.5 contains features and capabilities designed to lighten their load.

In our hands-on evaluation, we found OME systems management automations shaved valuable time and effort off our manual server discovery and firmware update workflows. Plus, when we used OME in conjunction with Power Manager and OpenManage Integration with ServiceNow® (OMISNOW), event tracking and monitoring was completely automatic after our initial policy creation process.

We also found that once our servers under test completed server-initiated discovery (an OME feature where servers automatically notify OME of their presence<sup>1</sup>), discovering and monitoring them for actionable hardware issues through the OME console with the SupportAssist Enterprise (SAE) plugin required zero additional steps and no additional time.

The following sections show how the Dell EMC OpenManage Enterprise Suite can save considerable admin time and effort on a variety of common lifecycle management tasks compared to a manual method that utilized Dell iDRAC9.

Streamline server discovery and profile deployment with server-initiated discovery\*

Remove the middleman for critical alerts and warnings with Power Manager and OMISNOW\*

Proactively identify hardware and software issues with SAE\*

Update firmware in multiple servers in as little as 46 seconds of admin time\*

\*vs. a manual approach

## Automatic server-initiated discovery

With OpenManage Enterprise server-initiated discovery, all we had to do was upload a file containing the servers' service tags and credentials. With manual, network scan-based discovery, we had to enter the credentials and the known IP addresses of the target systems and wait for the management console to connect with and complete the discovery process. We also found that deploying profiles on the servers was faster and easier using the template-based OpenManage Enterprise profile deployment tool than it was with a manual method.

### Discover three servers and deploy server profiles on them

Time (mm:ss), lower is better



Steps, lower is better



Figure 1: Time and effort required to find three servers with known IP addresses and deploy template-based baseline server profiles. Source: Principled Technologies.

## Policy-based automation

The Power Manager plugin and ServiceNow integration made it easy to monitor a temperature-based incident as well as proactively throttle power in a temperature-triggered EPR (Emergency Power Reduction) test scenario. After a one-time policy-based automation setup, OME automatically generated incident reports for human follow-up. Once we fixed the problems, alerts on both consoles notified us that the incidents were resolved.

Monitor and create incident resolutions	Time (seconds)	Steps
Power Manager with OMISNOW	0	0
Manual effort per incident	98	19

Table 1: Admin time and effort needed to monitor a temperature-based incident and create the incident resolution using Power Manager with OMISNOW (after the one-time policy-based automation setup) and a manual event-monitoring and incident creation method. Lower is better. Source: Principled Technologies.

## Centralized one-to-many management

By using the OpenManage Enterprise one-to-many management capabilities on important yet monotonous firmware updating tasks, the likelihood of human error decreases, and the likelihood of firmware updates happening on schedule increases.

### Update firmware

Time (mm:ss), lower is better



Steps, lower is better



Figure 2: Time and effort required to update firmware on three Dell EMC PowerEdge™ R740 servers. Source: Principled Technologies.

By automating high-touch, routine tasks, Dell EMC OME integrations and plugins empower IT admins to deliver effective and efficient systems management from a single console.

<sup>1</sup> Dell Technologies, "Server-Initiated Discovery with OpenManage Enterprise 3.4," accessed March 3, 2021, [https://downloads.dell.com/manuals/all-products/esuprt\\_software\\_int/esuprt\\_software\\_ent\\_systems\\_mgmt/dell-openmanage-enterprise\\_white-papers15\\_en-us.pdf](https://downloads.dell.com/manuals/all-products/esuprt_software_int/esuprt_software_ent_systems_mgmt/dell-openmanage-enterprise_white-papers15_en-us.pdf).

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