



Cisco Managed Services Data Center

Making Technology Adoption Simple

Cisco Managed Services (CMS) for Data Center enables you to focus on the business applications deployed on your infrastructure. These applications serve important business needs. Your infrastructure needs to serve employees consistently, reliably and in more locations as they increasingly become more mobile. Additionally, the number of applications is growing. Energy requirements and costs are rising as the infrastructure gets more complex.

Cisco Managed Services for Data Center helps you increase the operational efficiency of your data center and create a more efficient infrastructure. It can help you to deliver a consistently high level of performance and support your growing information management needs.

CMS also supports specific data center technologies and applications: Hybrid Cloud, Cisco Application Centric Infrastructure, the Cisco SAP HANA platform, Hadoop and converged infrastructure.

For all of these technologies, CMS provides:

- Solution skills, application and platform-specific resources to cover the entire technology spectrum
- Alignment with industry standards and best practices via the ITIL framework
- 24x7x365 monitoring and management by Cisco Data Center Operations Center for improved performance and availability with decreased incident resolution time
- A single point of contact for the entire IT ecosystem
- A management portal through which you can access detailed reports

Why use Cisco Managed Services for Data Center?

Simplification of applications and data center management

Mitigate technology complexity

Bridge skills deficiency

Alleviate budget constraints

CMS Data Center Managed Services provides:

Proactive Monitoring: CMS provides complete data center 24x7 solution monitoring, saving valuable OPEX and accelerating time to market.

Skills for Change Management:

CMS brings skilled experts to carry out operational changes for scaling allowing teams to focus on business initiatives

Single Point of Contact for 3rd Party

Integrations: CMS provides a Single Point of Contact to triage the entire data center stack. This enables CMS to work with Eco-System Partners on behalf of our customers to ensure rapid root cause identification and remediation.

Ensure Critical Services Availability:

The CMS platform equips the CMS team with interrelationships of Data Center components allowing proactive detection of problems and rapid resolution.

Converged & Hyper-converged Infrastructure

Converged infrastructure (CI) brings the four core aspects of a data center: compute, storage, networking and server virtualization into a single chassis. Hyper-converged infrastructure (HCI) adds tighter integration between more components through software. The Cisco CMS solution for Managed Datacenter can help you manage your Converged Infrastructure comprising vBlocks, FlexPods or discrete Server components as well as upcoming Hyper-converged stacks.

Application Centric Infrastructure (ACI)

ACI is Cisco's software-defined networking architecture. It makes IT more agile by providing a common programmable automation and management framework for network, application, security, and virtualization activities. ACI is a powerful technology that can help you achieve high level of business efficiencies and time to market. However, managing ACI requires a skill set and expertise that you may not readily have within your organization. The Managed ACI offering from CMS provides a fully managed offering for ACI from monitoring, visibility, reporting, patching as well as incidence management and problem resolution with Cisco acting as a single point of contact for third party components.

SAP HANA

CMS is the single point of contact for the SAP HANA platform, and we provide you with a dashboard that gives you visibility across the entire platform. In addition to standard incident monitoring and management, we handle kernel upgrades and patching.

Specifically, CMS will perform quarterly patching support for the HANA Appliance components as approved by SAP through the SAP Service Marketplace as part of the SAP HANA Appliance certification process.

CMS also performs proactive HANA application health-checks that include memory and CPU utilization, and disk and network utilization and throughput. We conduct SAP HANA landscape checks and application specific checks. We also provide Linux operating system support such as security patches.

Hadoop

CMS is the single point of contact for operations escalations for Cisco, Hadoop distributors, VMware and partner technologies. We complete the Hadoop system dashboard with incident, problem and change management with kernel upgrades and patching. In addition, CMS delivers error detection, warning and informational messages from any message component. We also provide proactive health checks, upgrades and patches for the Hadoop platform.

Next Steps

Successful adoption and acceleration of Cisco Data Center solutions are dependent on multiple factors, one of which is the pro-active Day 2 support. Cisco Managed Data Center uses Cisco intellectual capital, tools, and Data Center experts to make sure you can quickly benefit from your investment. Contact us at askcms@cisco.com.