

# Cisco Allied Service for SAP Appliances



Manage complexity and simplify support in multivendor environments for your Cisco® SAP Appliance Environments

## Simplify Support Across an Integrated Solution

Enterprises today are moving from traditional data warehouse-based business intelligence to Enterprise Data Warehouse (EDW)-based business analytics solutions. Business intelligence is usually historical, while business analytics is more predictive. Business analytics also helps decision makers develop what-if scenarios. EDW organizes analytical, historical data into functional domains—such as customer, sales, finance, manufacturing, and human resources—that align with key processes, roles, and applications. EDW is built based on years, sometimes decades, of valuable customer data, and sifting through this data requires high performance, 24x7 availability, scalability, rigorous security, and other robust features. Cisco leverages best-in-class technology and the service capabilities of an extensive partner ecosystem to meet your business and IT requirements.

Business intelligence and business analytics solutions have been offered as software suites. However, with dramatic decreases in server, hard disk, and solid-state disk storage system prices, it has become more cost effective for vendors to deliver fully integrated, tested, tuned, and certified hardware appliances providing the same functionality. Additionally, customers are looking for a one-stop shop to meet their IT needs.

Cisco and SAP, a leading technology vendor and a Cisco Data Center Partner, have worked together to optimize business solutions for enterprise, service provider, and midmarket customers. As part of this partnership, Cisco offers SAP software suites on two SAP appliances built on the next-generation Cisco UCS® server platform:

- Cisco Appliance for SAP Business Warehouse Accelerator (BWA), a family of seven SAP-certified appliances for running SAP NetWeaver® Business Warehouse Accelerator software.
- Cisco Appliance for SAP HANA, an SAP-certified appliance using high-performance SAP in-memory computing engine of SAP High-Performance Analytic Appliance.

For customers deploying Cisco's SAP appliances, Cisco® Allied Services offer unparalleled support services to help its customers focus on running their business, rather than on focusing on infrastructure issues.

## Delivering an Umbrella of Support for Multivendor Solutions

IT organizations tasked with ensuring the availability and optimal performance of solutions such as the Cisco SAP BWA and SAP HANA appliances need validated designs and support capabilities that include firsthand knowledge of the solution and the ability to manage issue resolution among the Cisco solution technology partners involved in the solution. Cisco has worked extensively with EMC, Fusion-io, NetApp, and Novell (Attachmate) in developing these appliances and to obtain SAP certifications. These solution designs, called Cisco Validated Designs (CVDs), document and demonstrate interoperability between solution elements and provide solution validation to enable safer, more predictable implementations.

Cisco Allied Service for SAP Appliances helps customers manage issues related to the SAP appliance infrastructure—consisting of information on Cisco hardware, operating system, and storage—that might arise within their solution. For instance, you gain access to Cisco cross-domain experts trained in third-party products that are part of the infrastructure and are qualified to troubleshoot and drive resolution of issues. As a result, the customer's IT department can rely on Cisco for solution expertise and issue resolution, helping to ensure maximum solution uptime and employee productivity.

Cisco Allied Service for SAP Appliances provides customers an umbrella of support over the entire solution to complement Cisco and Cisco solution technology partner product support through a higher level solution support service.

## Cisco Allied Services

Cisco Allied Services are innovative in nature and supplement product-level support for elements in the CVD solution. This service is available where all products in the customer's CVD solution are supported through a set of core product-level support services, such as Cisco SMARTnet<sup>®</sup> Service, Essential Operate Services, Software Application Support, Technology Partner Services, and Unified Computing Support Services, as applicable.

Cisco Allied Services offload the task of coordinating complex issue isolation and resolution by providing a point of reference for any support request within the CVD-covered solution. The customer may call Cisco for any infrastructure-related issue within the solution, and, as long as the customer maintains product support on all covered elements, Cisco will work to resolve any infrastructure-related issue regardless of which Cisco or solution technology partner products are involved.

## Benefits

Cisco Allied Services meet the business-critical support needs of customers with a supported CVD within complex environments served by Cisco and multiple technology partners.

Cisco Allied Services help you to:

- Gain priority access to CVD solution experts
- Accelerate resolution of solution-level issues across your entire design
- Increase the performance of IT operations
- Maximize the uptime of the applications supported within the solution environment
- Realize the full value of your technology and CVD investments

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## Cisco Expertise

Cisco uses best practices and proven methodologies to efficiently support and maintain a high-performance, resilient, and scalable solution for your business.

Cisco Allied Services are delivered by Cisco experts who hold a wide array of industry certifications and are subject matter experts in business and technology architectures. Cisco experts have direct experience in planning, designing, and supporting solutions.

As a result of this expertise range, Cisco can help you resolve supported solution issues, using direct solution knowledge and established escalation management procedures to enlist specialized expertise from Cisco and its solution technology partners.

## Why Cisco Allied Services?

Cisco Allied Services help you realize the full business value of your technology investments with smart, personalized services from Cisco and our partners. Backed by deep networking expertise and a broad ecosystem of partners, Cisco Allied Services enable you to successfully plan, build, and run your network as a powerful business platform. Whether you are looking to quickly seize new opportunities to meet rising customer expectations, improve operational efficiency to lower costs, mitigate risk, or accelerate growth, we have a service that can help you. For information about Cisco Technical Services, visit [www.cisco.com/go/ts](http://www.cisco.com/go/ts).

## Service Availability

Cisco Allied Service for SAP Appliances is offered on an annual subscription basis. Contact your local Cisco account manager about availability in your area.

## To Find Out More

For more information about Cisco Allied Service for SAP Appliances, contact your local Cisco account manager or visit [Cisco Application Services](http://Cisco Application Services).

For more information about the Cisco Validated Design Program, visit [www.cisco.com/go/cvd](http://www.cisco.com/go/cvd).



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