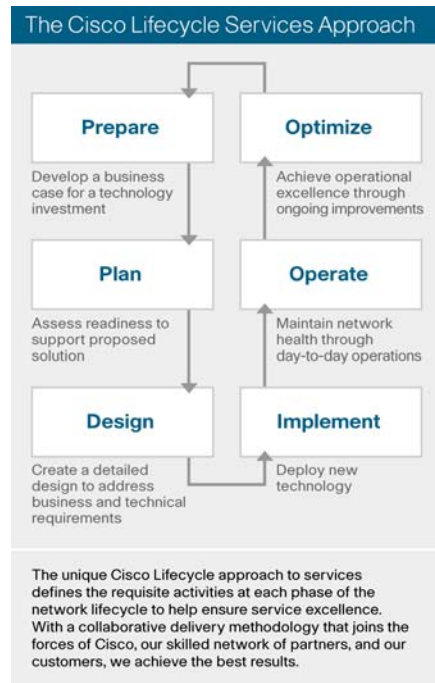


## Cisco SAN Optimization Service

Deliver a Consistently High Level of SAN Performance and Support Growing Information Management Needs



### Service Overview

Maintaining an efficient storage area network (SAN) infrastructure is critical to sustaining business agility as your information resources grow and your business needs change. An efficient SAN can provide the reliability, availability, and consistent performance that SAN applications need to operate with high performance and availability. Ongoing SAN operations that are not optimized to align with business growth can result in lower availability, poor performance, and corrupted data.

The Cisco<sup>®</sup> SAN Optimization Service helps you optimize a SAN infrastructure based on the Cisco MDS platform. Cisco MDS 9000 Series Switches use multiple layers of intelligence to consolidate SAN islands into a secure, manageable solution that supports business continuance and disaster recovery for intelligent storage fabric applications. The service helps speed the identification and resolution of SAN issues after your

initial SAN deployment. Through ongoing support focused on operational and SAN enhancements, we help you make sure of optimal performance of your SAN in a dynamic environment.

You will work with a Cisco team that uses leading practices to define your IT and business requirements and implement a customized SAN solution. Our engineers are subject matter experts in Fibre Channel, SAN-attached devices, server platforms, and many host operating systems. We have a deep understanding of all Cisco SAN and storage products and technologies and offer expertise based on extensive design and deployment experience with the Cisco MDS 9000 family of switches and third-party storage devices. We also possess comprehensive knowledge of storage applications such as backup and replication.

Cisco and our partners deploy and operate networks using a lifecycle of prepare, plan, design, implement, operate, and optimize phases that align business and technical requirements. The lifecycle approach helps companies to accelerate their success with advanced technologies while increasing the return on a network investment.

## Ongoing Optimization Service for Your Cisco SAN

The Cisco SAN Optimization Service can help you continuously improve your Cisco SAN solution and achieve operational excellence. You receive ongoing support to incorporate changes to your SAN environment to help maintain security and availability in a changing application environment. You can select the combination of activities and deliverables that best fits your needs. The Cisco SAN Optimization Service includes the following three components:

- Network assessment
- Network support
- Network learning

### Network Assessment

Each year, Cisco engineers review and analyze your existing Cisco SAN architecture. We assess the ability of your current environment to support planned changes by identifying gaps in the adoption of Cisco SAN technology, using leading practices and Cisco SAN design principles. The Cisco SAN assessment provides you with a prioritized list of recommendations based on identified and documented best practices. It is the information-gathering phase of the deployment, improves planning, and sets the stage for all of the other services.

### Network Support

Our engineers provide ongoing SAN support that can include design support, performance engineering and optimization, software management strategy, and change support. Ongoing SAN network support helps you minimize disruption to the existing infrastructure by identifying potential risks, helping you plan changes, and using leading practices to accelerate deployment.

#### Design Support

The SAN design support provides ongoing architectural and operational review and recommendations. Continuous application of best practices and proven methodologies provides for an optimized environment in the face of changing business and technical requirements.

#### Software Management Strategy

The software management strategy provides a strategic and tactical approach to managing current and future software levels. Understanding the risks associated with your software level can help you avoid potential problems by making proactive changes to your environment. We review your software strategy and test plans and provide periodic critical bug analyses. A test plan review helps ensure the effectiveness and thoroughness of testing based on issues and recommendations identified in earlier deliverables and activities. Despite the best testing, you might experience occasional bugs. Periodic, proactive critical bug analyses for identified software tracks or primary network infrastructure software feature categories can help you maintain high performance when bugs occur.

#### Performance Engineering and Optimization

Performance optimization helps ensure that your Cisco SAN continues to meet your business and operational requirements. After reviewing your current infrastructure, Cisco engineers might recommend hardware or software modifications and alterations of your current practices to encompass best practices.

### Change Support

Cisco engineers provide ongoing support for planned and unplanned SAN changes as needed. We help verify that the planned changes meet your technical objectives and do not adversely affect the operational environment, supporting one planned hardware and software change per month either onsite or remotely, and providing technical support during unplanned network changes to provide consistency and optimization.

### Network Learning

Network learning, also known as knowledge transfer and mentoring, provides informal training on the processes, activities, and tools necessary to achieve operational excellence. Your staff will have access to technical mentors who are subject matter experts and to a vast Cisco library of technical documentation that can help accelerate their learning experience about your Cisco SAN solution.

### Cisco SAN Optimization Service Summary

The Cisco SAN Optimization Service activities, deliverables, and benefits are summarized in Table 1.

**Table 1.** SAN Optimization Service Activities, Deliverables, and Benefits

Activities and Deliverables	Benefits
<b>Network Assessment</b> <ul style="list-style-type: none"> <li>Assess SAN infrastructure annually</li> </ul>	Improves planning by providing a current state assessment of your SAN
<b>Network Support: Design Support</b> <ul style="list-style-type: none"> <li>Conduct design review</li> <li>Provide ongoing design support</li> </ul>	Helps you update your SAN architecture as your business needs change and your data center evolves
<b>Network Support: Software Management Strategy</b> <ul style="list-style-type: none"> <li>Establish and review a SAN software management strategy</li> <li>Review your test plans for planned changes to help ensure validity</li> <li>Provide ongoing software support</li> <li>Deliver periodic critical bug reports</li> </ul>	Helps you proactively make changes to your software levels to help avoid potential problems
<b>Network Support: Performance Engineering and Optimization</b> <ul style="list-style-type: none"> <li>Engineer performance and optimize your Cisco SAN</li> <li>Deliver configuration best practices report</li> <li>Provide network improvement plan</li> </ul>	Helps you continue to meet your business and operational requirements
<b>Network Support: Change Support</b> <ul style="list-style-type: none"> <li>Provide report verifying the validity of planned changes</li> <li>Provide access to experts to help resolve unscheduled changes</li> </ul>	Accelerates deployment of scheduled changes by identifying potential risks, helping you plan changes, and applying leading practices
<b>Network Learning</b> <ul style="list-style-type: none"> <li>Knowledge transfer sessions that might include informal educational sessions and chalk talks</li> </ul>	Helps your IT staff achieve operational excellence

## Benefits

This Cisco SAN Optimization Service helps you deliver a high level of SAN performance and availability as your storage needs evolve. Plus the Cisco SAN Optimization Service helps you to:

- Improve and update your SAN in response to changes in your IT infrastructure and business requirements
- Effectively integrate changes in a multivendor solution by working closely with Cisco storage partners
- Reduce the complexity and cost of ownership of your SAN
- Enable more efficient use of existing resources by enhancing staff skills through customized, ongoing training and knowledge exchange with Cisco experts
- Reduce the risks inherent in any change to your SAN infrastructure
- Align your SAN deployment with your data center goals

## Why Cisco Services

Cisco Services make networks, applications, and the people who use them work better together.

Today, the network is a strategic platform in a world that demands better integration between people, information, and ideas. The network works better when services, together with products, create solutions aligned with business needs and opportunities.

The unique Cisco Lifecycle approach to services defines the requisite activities at each phase of the network lifecycle to help ensure service excellence. With a collaborative delivery methodology that joins the forces of Cisco, our skilled network of partners, and our customers, we achieve the best results.

## Availability and Ordering Information

The Cisco SAN Optimization Service is available on an annual subscription basis and can be purchased as a standalone service or as a complement to other Cisco Data Center Optimization Services and the Cisco Foundation Technology Optimize Service Bundle (NOS).

The Cisco SAN Optimization Service is widely available. Contact your local Cisco account manager about availability in your area.

## For More Information

For more information about the Cisco SAN Optimization Service or other SAN services available, contact your Cisco service account manager or visit

[www.cisco.com/en/US/products/svcs/ps2961/ps3010/serv\\_group\\_home.html](http://www.cisco.com/en/US/products/svcs/ps2961/ps3010/serv_group_home.html).

Cisco is committed to providing support to customers during the entire deployment lifecycle and offers transactional services to help during the prepare, plan, design, and implementation phases of data center deployments. For more information about other data center services available, visit

[www.cisco.com/go/dcservices](http://www.cisco.com/go/dcservices).

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Making Networks Work  
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