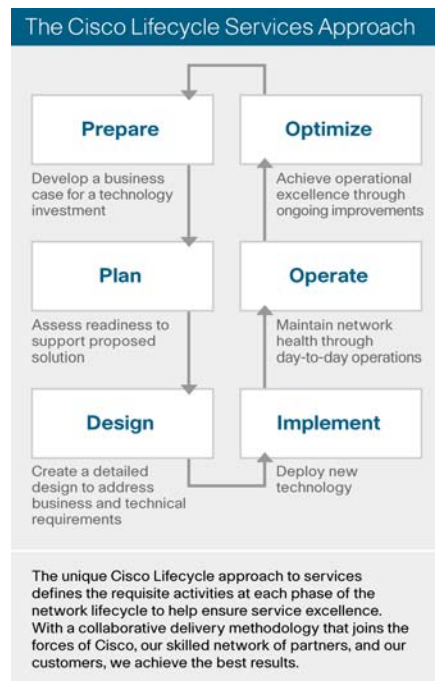


# Cisco Application Control Engine Optimization Service

Help Ensure That Users Have Fast, Secure Application Access in a Scalable Environment



## Service Overview

Delivering critical application traffic with high availability, performance, and security demands continuous load-balancing and security updates to your operating environment. The Cisco® Application Control Engine (ACE) Optimization Service helps you address your application delivery concerns by managing your Cisco Application Control Engine and Layer 4–7 solutions.

The Cisco ACE solutions help you better control the processes of deploying, securing, and accelerating applications across the extended enterprise. By defining fast and secure application services in unique virtual devices, these solutions can increase the availability, performance, and security of your data center applications.

The Cisco ACE Optimization Service is provided by Cisco consulting engineers with extensive experience in data center networking, application integration, and

optimization technologies. Our product and technology expertise is constantly enhanced by hands-on experience and broad exposure to security and application services such as load balancing and deep packet inspection. With the help of specialized tools, regular quarterly site visits, weekly status conference calls, and continuous communication, Cisco data center networking experts can help ensure that Cisco ACE deployments continue to address your business requirements for application integration, performance, security, and fit within an overall data center strategy.

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 ACE Deployments

The Cisco ACE Optimization Service can help you continuously improve your ACE infrastructure and achieve operational excellence. You receive ongoing support to incorporate changes to your network 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 Application Control Engine Optimization Service includes the following three components:

- Network assessment
- Network support
- Network learning

#### **Network Assessment**

Each year, Cisco engineers review and analyze the data center architecture, application services, security, performance, and load-balancing schemes that make up your Cisco ACE infrastructure. We apply leading practices to Cisco ACE design principles and use subject matter expertise and current state assessment of the design and future goals to identify gaps in your adoption of Cisco ACE technology. By taking advantage of these recommendations and facilitating proper changes in your environment, you can reduce expensive, time-consuming, and intrusive outages.

#### **Network Support**

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

##### **Design Support**

Cisco engineers provide design support by reviewing your Cisco ACE and Layer 4–7 application design and network operation support requirements to help ensure that your Cisco ACE designs are complete and that they address the critical elements required for your business goals.

##### **Software Management Strategy**

The ACE software management strategy activities help you evaluate the capabilities of your current software to meet future feature and functionality requirements. We help you resolve software compatibility issues faster by providing access to experts with an extensive knowledge of software for Cisco switches. We provide proactive management and support for planned software changes, version control, and bug management support to help preempt potential problems. To help ensure the effectiveness and thoroughness of testing, we review your test plans based on issues and recommendations identified in earlier.

##### **Performance Engineering and Optimization**

In this ongoing activity, Cisco engineers review and analyze performance data, network device configurations, and the resource allocation for all your virtual contexts and devise a plan to adjust these resources to new requirements. This activity can help you proactively identify network optimization opportunities.

##### **Change Support**

Cisco engineers provide ongoing support for planned and unplanned ACE network changes as needed. We provide onsite or remote support for planned hardware and software changes, help to verify that the planned changes meet your technical objectives and do not adversely affect the operational environment, and provide technical support during unplanned network changes to provide consistency and optimization.

## Network Learning

This activity provides anytime access to our industry-leading expertise and intellectual property, including information related to Cisco ACE and Layer 4–7 products and software features pertaining to your environment. We can help train your operations staff on leading practices for deploying and integrating ACE solutions.

## Cisco ACE Optimization Service Summary

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

**Table 1.** Cisco ACE Optimization Service Activities, Deliverables, and Benefits

Activities and Deliverables	Benefits
<b>Network Assessment</b> <ul style="list-style-type: none"> <li>Assess ACE infrastructure annually</li> </ul>	Improve planning by providing a current state assessment of your ACE and Layer 4–7 solutions
<b>Network Support: Software Management Strategy</b> <ul style="list-style-type: none"> <li>Establish an ACE 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>	Proactively make changes to your software levels to help avoid potential problems
<b>Network Support: Design Support</b> <ul style="list-style-type: none"> <li>Conduct design review</li> <li>Provide ongoing design support</li> </ul>	Help ensure that your Cisco ACE and Layer 4–7 designs address the critical elements required for your business goals
<b>Network Support: Performance Engineering and Optimization</b> <ul style="list-style-type: none"> <li>Engineer performance and optimize ACE solution</li> <li>Deliver configuration best practices report</li> <li>Create network improvement plan</li> </ul>	Consistently meet your business and operational requirements for your ACE and Layer 4–7 solutions
<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>	Accelerate deployment of changes to your ACE and Layer 4–7 solutions and help minimize disruption to your network
<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>	Help your IT staff achieve operational excellence as it pertains to deployment of your ACE and Layer 4–7 solutions

## Benefits

The Cisco ACE Optimization Service can help you maintain a high-performance, highly available application environment that keeps pace with the dynamic needs of a changing business. The service provides access to information and expertise that let you quickly adjust your deployment with the changes that help optimize your solution.

The Cisco ACE Optimization Service helps you to:

- Increase the return on your ACE and Layer 4–7 investments
- Reduce the potential for expensive, time-consuming, and intrusive outages by using risk mitigation strategies and proven project management methodologies
- Make sure that changes to application environment are in line with your global data center strategy

## 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 outstanding results.

## Availability and Ordering Information

The Cisco ACE 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 ACE 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 ACE Optimization Service and other services available for ACE and other application networking services, contact your Cisco account manager or visit [www.cisco.com/en/US/products/ps6894/serv\\_group\\_home.html](http://www.cisco.com/en/US/products/ps6894/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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