

The Value of Migrating from Cisco Tidal Horizon to Cisco Process Orchestrator



Migrating from Cisco[®] Tidal Horizon for SAP to Cisco Process Orchestrator can help you reduce total cost of ownership (TCO) and move beyond SAP Alerting Analysis to deploying run book automation (RBA) across the data center.

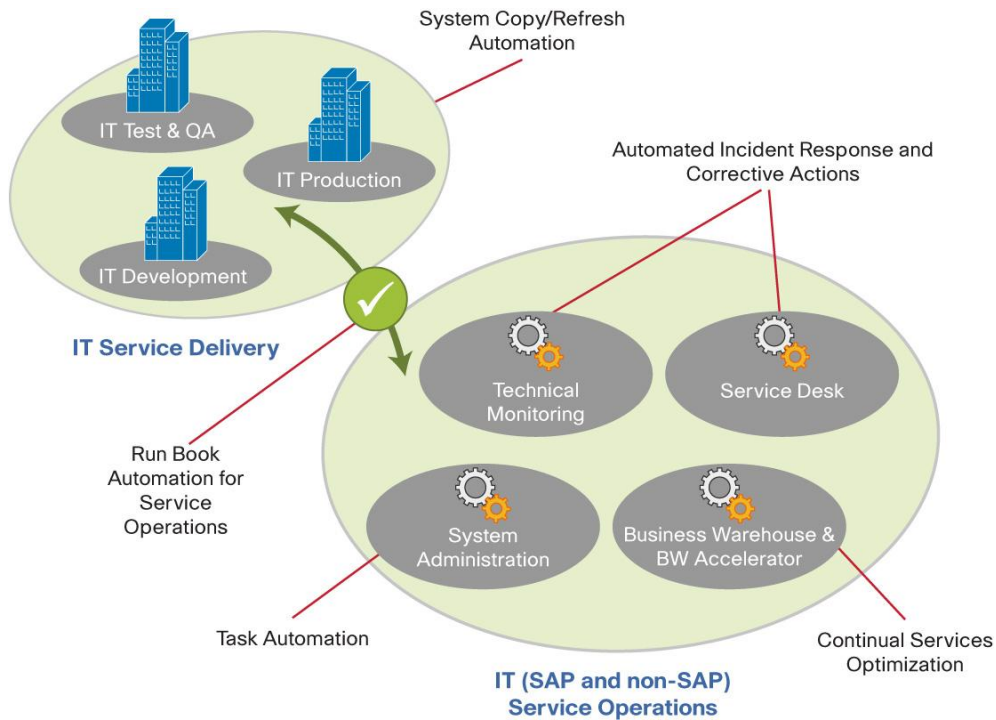
Product Overviews

Cisco Tidal Horizon for SAP Solutions

Cisco Tidal Horizon for SAP supports RBA, which is the ability to define, build, orchestrate, manage, and report on workflows that support system and network operational processes. A run book process can cross all management disciplines and interact with all types of infrastructure elements, such as applications, databases, and hardware (Figure 1). As Cisco Tidal Horizon for SAP reaches its end of sale date, its RBA capacities and other automation capabilities will be covered by the Cisco Process Orchestrator. The orchestrator product offers a foundation from which to extend RBA for a broader scope of coverage because it is the automation engine that not only drives intelligent automation for SAP, but can also drive other areas of automation for IT operations.

This model is well suited for modern data centers, which are dynamic in nature and need broader automation coverage and an automation solution that is built on an extensible framework. According to leading industry analysts, the growth of RBA has coincided with the need for IT operations executives to provide greater IT operational efficiencies, including reducing Mean Time to Repair (MTTR) and increasing Mean Time Between Failures (MTBF) by having the mechanisms to implement best practices. The transition to the Cisco Process Orchestration model will support need for efficiency by enabling IT to adhere to standards and enforce consistency by such means as implementing and managing IT operations processes in line with the Information Technology Infrastructure Library (ITIL[®]). Also, they can increase IT staff effectiveness by automating repetitive tasks associated with IT operations processes and have the tools to fully report on how processes run in line with established policies and service levels.

Figure 1. Automation Can Now Span the Application Service Management Lifecycle



Cisco Process Orchestrator Platform

Cisco Process Orchestrator consists of a core automation engine, GUI with workbench, adapters for connectivity to applications, systems, environments, and specific automation packs. The automation solution for SAP includes the orchestrator as well as content packs for SAP specific automation. The combined solution is called Cisco Intelligent Automation for SAP, and the orchestrator product is the platform for that solution.

Specifically, automation packs are collections of process definitions, target groups, variables, and other configurations needed to define a set of automated IT processes. Existing Cisco Tidal Horizon content will now be available as an automation pack within Cisco Process Orchestrator. Cisco delivers its RBA solution extension for Solution Manager and the SAP Application Lifecycle Management Methodology, through the product Cisco Intelligent Automation for SAP as noted above.

All SAP content that is currently in Cisco Tidal Horizon for SAP Release 1.95 is included in Cisco Intelligent Automation for SAP 2.1. As part of the Horizon maintenance agreement, customers on active maintenance of Cisco Tidal Horizon will have access to the Cisco Process Orchestrator core product. Current Cisco Tidal Horizon customers are also entitled to the Cisco Process Orchestrator Core Automation Pack for SAP, Incident Analysis for SAP, and SAP Business Warehouse automation content (Cisco Tidal Horizon content). Also, Cisco Tidal Horizon customers are licensed for the following adapters that are a part of Cisco Process Orchestrator: Core Functions Adapter, SAP ABAP, Java Adapter, Email Adapter, Active Directory Adapter, Windows Adapter (one server license), DB Adapters (SAP DB license connection only), Simple Network Management Protocol (SNMP), and Secure Shell (SSH) Adapters (SAP server license connection only).

In addition to Cisco Tidal Horizon legacy content, there are important automation packs and adapters that enhance your intelligent automation solution by letting you extend it to support RBA capabilities across the data center. This additional content for your Cisco Process Orchestrator based intelligent automation solution includes content for Windows, Microsoft Exchange, Cisco Networks, UNIX, and Oracle sample content packs. In conjunction with the automation packs, Cisco Process Orchestrator provides integration with various technologies that extend across the datacenter. Although the intelligent automation solution can support numerous types of integrations, the core concept is the same in that the solution provides and automates the many individual steps that comprise the workflows in processes. If you require greater extensibility for your automation solution, the following adapters are available for additional licensing: Web Service (SOAP/REST), VMware, Remedy, Microsoft System Center Operations Manager 2007, Oracle Database, SQL Server, DB2, OLAP, Generic Databases, Microsoft Exchange, and Cisco Unified Computing System™ (Cisco UCS™) Manager.

Cisco Process Orchestrator enhances the overall user experience by providing task assignment, support, and networking activities as part of the core platform. This includes an enhanced console that uses a work center concept to allow users to manage content more easily, view the progress of processes, review and manage incidents, and perform administrative tasks. New web-based and remote consoles allow easier access.

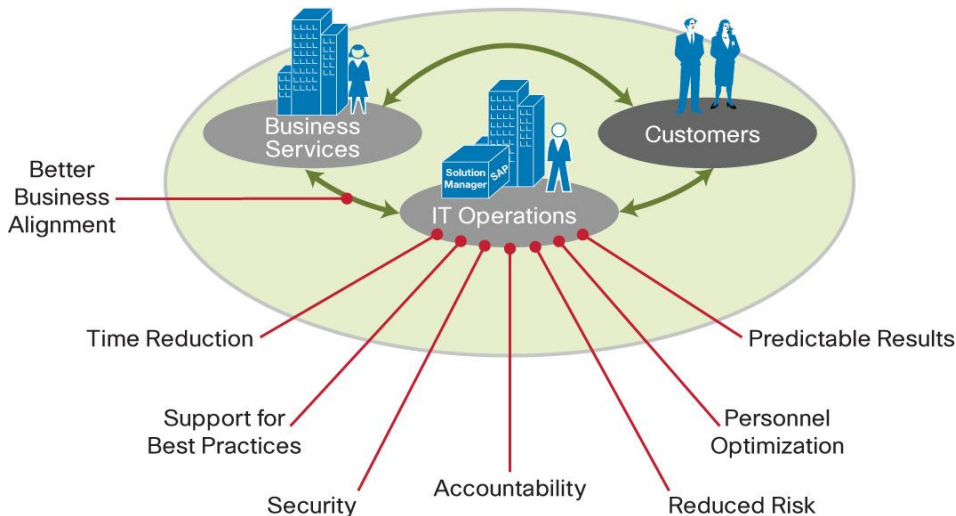
The solution offers:

- Improved configuration components that provide integration adapters, enable the reuse of activities and processes, introduce corrective actions, and provide an enhanced visual programming model
- Comprehensive deployment model that provides the ability to easily publish and deploy content, focus automated processes on specific target groups, and delegate specific tasks
- Advanced run-time model that provides visibility into process execution, delegation of responsibility, and collaboration through built-in approval activities
- Extensive reporting model that provides automatic audit trails, built-in ROI calculator, trending reports, and custom reporting capabilities

Benefits of Migrating to Cisco Process Orchestrator

The Cisco Intelligent Automation platform incorporates and extends the operational alerting and incident analysis automation capabilities of Cisco Tidal Horizon so that customers can take advantage of enriched end-to-end operational process automation. The Cisco Process Orchestrator platform goes beyond proactive performance diagnosis to introduce new concepts, such as corrective actions, interactive authorizations, and visibility into process execution. Additionally, the new platform offers a built-in process flow editor and creator and a deployment model that aligns closely with ITIL® concepts and best practices for delivering the following new capabilities (Figure 2).

Figure 2. A Broad Range of Benefits Can Be Delivered to the Enterprise from this Solution



- **Better business alignment:** Run books designed, developed, implemented, and run in line with IT service levels and in support of IT-to-business alignment initiatives
- **Time reduction:** Gained by automating IT operational processes
- **Support for best practices:** IT-to-business alignment initiatives and increased IT operations efficiency across SAP and non-SAP systems
- **Security:** Processes run in line with policy and compliance requirements
- **Accountability:** Reporting and audit trails to show what happened, when, why, and how
- **Reduced risk:** Removal of manual, error-prone human intervention
- **Personnel optimization:** Reducing the need to manually run routine, repeatable tasks
- **Predictable results:** Manageable task automation in support of IT operations processes that can cross organizational silos

Cisco Tidal Horizon to Cisco Process Orchestrator Migration Methodology

Comprehensive features, improved functionality, and compliance with ITIL standards and best practices require significant changes in product architecture, product object models, and database structures. These changes have established the Cisco Process Orchestrator platform as a leader in the area of operational process and run book automation. The migration from Cisco Tidal Horizon to the Cisco Process Orchestrator platform is not a simple installation upgrade option. However, Cisco Advanced Services has created a comprehensive methodology to facilitate the migration of current SAP system settings, product configuration settings, monitoring thresholds, incident notification settings, incident severity overrides, custom reports, and custom workflows. Current Cisco Tidal Horizon customers can now migrate to Cisco Process Orchestrator with no additional licensing costs required. To implement Cisco Process Orchestrator, maintain the integrity of the current environment, and preserve investment, customers can take advantage of Cisco Advanced Services expertise in the areas shown in Figure 3.

Figure 3. Eight Areas of the Methodology That Facilitate Migration

- 1 Current Environment Assessment
- 2 Planning and Requirements Workshop
- 3 Cisco Process Orchestrator
- 4 Migrate Current Environment
- 5 Technical Review and Fine Tuning
- 6 Customer Training Workshop (Product Overview)
- 7 Customer Training Workshop (Process Editor Overview)
- 8 Post Implementation Tasks

For More Information

For more information, please visit <http://www.cisco.com/go/automatesap>.



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