

Maximize Data Center Efficiency with Cisco Managed Services

The complexities of Hybrid IT

Hybrid IT transformation is happening at an incredible pace with new emerging technologies and applications. As a result, disparate IT environments, fragmented infrastructures, and the growing number of applications and users to support are making the data center more complex and costly to manage.

Today's data centers have to not only support their legacy workloads but also scale to efficiently support the growing information management needs, while adapting to the changing market dynamics.

Creating operational efficiencies

Cisco® Managed Services for Data Center help you increase data center operational efficiency across the entire infrastructure for a holistic management approach so you can consistently deliver high-level performance and availability of services to your users.

Cisco Managed Services provide complete 24x7 data center solutions monitoring, including ITIL standards-based incident, problem, change, and configuration management while providing you a single point of contact for the entire IT ecosystem and critical services availability.

Cisco Managed Services support specific data center technologies and applications: hybrid cloud, Cisco Application Centric Infrastructure, the Cisco SAP HANA platform, Hadoop, and converged infrastructure. In support of these technologies, Cisco provides a single-interface management portal so you gain visibility into your environment and have access to detailed reports.

Benefits

- Simplify applications and data center management
- Enable efficient, scalable operations
- Enhance business continuity and security
- Minimize technology complexity
- Accelerate technology adoption and transformation
- Bridge skills deficiency
- Alleviate budget constraints

Next steps

Successful adoption and acceleration of Cisco Data Center solutions are dependent on proactive day 2 support. Visit us on Cisco.com/go/coms or contact us at askcms@external.cisco.com.

Cisco Managed Services provide:

- **Proactive monitoring:** Complete data center 24x365 solution monitoring, saving valuable OpEx and accelerating time to market.
- **Change management:** Skilled experts and platform-specific resources to carry out operational changes for the entire technology spectrum so you can focus on driving business initiatives.
- **Single point of contact for third-party integrations:** A single point of contact to triage the entire data center stack by working with ecosystem partners to help ensure root causes are rapidly identified and remediated.
- **Critical services availability:** A platform equipped with interrelationships of data center components, allowing proactive detection of problems and rapid resolution.

Cisco Managed Services use Cisco intellectual capital, tools, and ACI experts to make sure you can quickly maximize your data center investment.

Converged and hyperconverged infrastructure

Converged infrastructure brings the four core aspects of a data center—compute, storage, networking, and server virtualization—into a single chassis. Hyperconverged Infrastructure (HCI) adds tighter integration between more components through software. Cisco Managed Services can help you manage your converged infrastructure, including vBlocks, FlexPods, or discrete server components as well as upcoming hyperconverged 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 a high level of business efficiencies and speed time to market. Cisco provides a fully managed offering for ACI from monitoring, visibility, reporting, patching, and incidence management and problem resolution.

SAP HANA

Cisco Managed Services provides you with a dashboard that gives you visibility across the entire SAP HANA platform, in addition to standard incident monitoring and management. Cisco also manages kernel upgrades and patching.

Upgrades and Patching: Quarterly patching support for the SAP HANA appliance components are part of the SAP HANA appliance certification process.

Health Checks: Proactive SAP HANA application health checks include memory and CPU utilization and disk and network utilization and throughput. SAP HANA landscape and application-specific checks are also conducted, as well as Linux operating system support.

Hadoop

Cisco is the single point of contact for operations escalations for Hadoop distributors, VMware, partner, and Cisco technologies. Cisco manages the Hadoop system incident, problem, and change management dashboard, including proactive health checks, kernel upgrades and patching. In addition, error detection, warning, and informational messages are also provided.