

Cisco Cloud and Managed Services Data Center



Making Technology Adoption Simple

Cisco® Managed Services for Data Center enable you to focus on the business applications deployed on your infrastructure. These applications serve important business needs. Your infrastructure needs to serve employees consistently, reliably, and in more locations as they increasingly become more mobile. Additionally, the number of applications is growing. Energy requirements and costs are rising as the infrastructure gets more complex.

Cisco Managed Services for Data Center help you increase the operational efficiency of your data center and create a more efficient infrastructure. It can help you to deliver a consistently high level of performance and support your growing information management needs.

Cisco Managed Services also support specific data center technologies and applications: hybrid cloud, Cisco Application Centric Infrastructure, the Cisco SAP HANA platform, Hadoop, and converged infrastructure.

For all of these technologies, Cisco Managed Services provide:

- Solution skills and application and platform-specific resources to cover the entire technology spectrum
- Alignment with industry standards and best practices through the ITIL framework
- 24x7x365 monitoring and management by Cisco Data Center Operations Center for improved performance and availability with decreased incident resolution time
- A single point of contact for the entire IT ecosystem
- A management portal through which you can access detailed reports

Why Use Managed Data Center?

Why use Cisco Managed Services for Data Center?

- Simplify applications and data center management
- Mitigate technology complexity
- Bridge skills deficiency
- Alleviate budget constraints

Cisco Managed Services Data Center Managed Services provide:

- **Proactive monitoring:** Cisco Managed Services provide complete data center 24x7 solution monitoring, saving valuable OpEx and accelerating time to market.
- **Skills for change management:** Cisco Managed Services bring skilled experts to carry out operational changes for scaling, allowing teams to focus on business initiatives.
- **Single point of contact for third-party integrations:** Cisco Managed Services provide a single point of contact to triage the entire data center stack. This enables Cisco Managed Services to work with ecosystem partners on behalf of our customers to make sure of rapid root cause identification and remediation.
- **Ability to make sure of critical services availability:** The Cisco Managed Services platform equips the Cisco Managed Services team with interrelationships of data center, components allowing proactive detection of problems and rapid resolution.

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. The Cisco Managed Services solution for managed data center 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 time to market. However, managing ACI requires a skill set and expertise that you might not readily have within your organization. The Managed ACI offering from Cisco Managed Services provides a fully managed offering for ACI from monitoring, visibility, reporting, patching, and incidence management and problem resolution, with Cisco acting as a single point of contact for third-party components.

SAP HANA

Cisco Managed Services are the single point of contact for the SAP HANA platform, and we provide you with a dashboard that gives you visibility across the entire platform. In addition to standard incident monitoring and management, we handle kernel upgrades and patching.

Specifically, Cisco Managed Services will perform quarterly patching support for the HANA appliance components as approved by SAP through the SAP Service Marketplace as part of the SAP HANA appliance certification process.

Cisco Managed Services also perform proactive HANA application health checks that include memory and CPU utilization and disk and network utilization and throughput. We conduct SAP HANA landscape checks and application-specific checks. We also provide Linux operating system support such as security patches.

Hadoop

Cisco Managed Services are the single point of contact for operations escalations for Cisco, Hadoop distributors, VMware, and partner technologies. We complete the Hadoop system dashboard with incident, problem, and change management with kernel upgrades and patching. In addition, Cisco Managed Services deliver error detection, warning, and informational messages from any message component. We also provide proactive health checks, upgrades, and patches for the Hadoop platform.

Next Steps

Successful adoption and acceleration of Cisco Data Center solutions are dependent on multiple factors, one of which is proactive day 2 support and keeping the data center environment stable. Cisco Managed Data Center uses Cisco intellectual capital, tools, and ACI experts to make sure you can quickly benefit from your investment in your data center. Visit us on Cisco.com or contact us at askcms@external.cisco.com.