

EMA Radar™ for Workload Automation (WLA): Q2 2012

Cisco Software Profile

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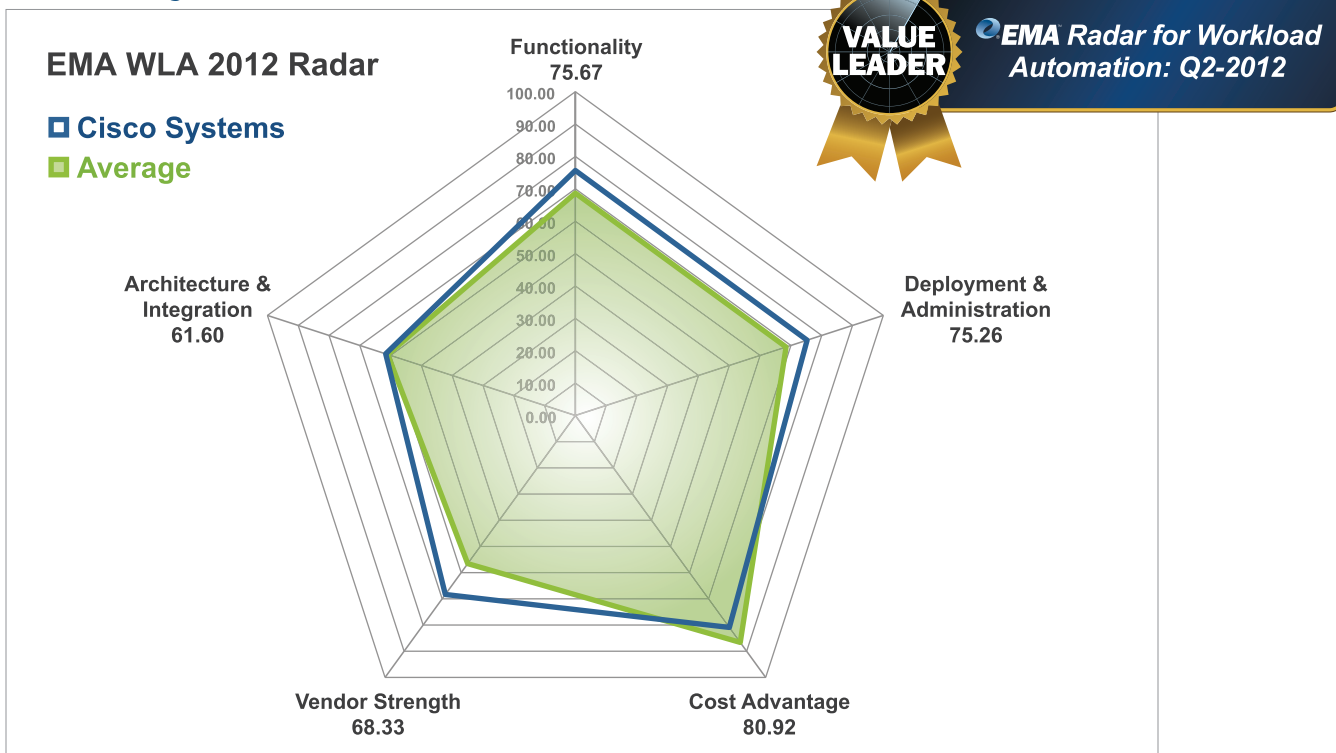
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Cisco Systems Profile



Introduction

Cisco Systems was founded in 1984 in San Francisco, California, and added to the Dow Jones Industrial Average in 2009. Cisco acquired Tidal Software in 2009 for \$105 million, making Tidal Enterprise Scheduler (TES) and Tidal Enterprise Orchestrator (Cisco Process Orchestrator) part of its Intelligent Automation unit. Intelligent Automation is Cisco's process-centric and workload-aware, data center management solution, also consisting of the newScale cloud service catalog and self-service portal platform, acquired in 2011, and the Cisco Network Services Manager, based on the 2010 acquisition of LineSider. Intelligent Automation offers an adapter framework, ensuring connectivity to CMDBs, IT service management tools, billing and chargeback software, and monitoring and governance solutions. The ultimate goal of Cisco's Intelligent Automation strategy is to ensure resource optimization through eliminating manual monitoring, maintenance, provisioning, and troubleshooting tasks. The Cisco Tidal Enterprise Scheduler constitutes a crucial part of this strategy as it focuses on ease of use, interconnectivity, process automation, and transparency.



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Architecture & Integration

When talking to Cisco TES customers, script-free integration of enterprise applications (see Figure 11) is a frequently mentioned reason for adopting TES. Process management across multiple applications often poses a complex challenge that can translate into long-winding integration projects. TES offers a simple and lightweight solution to this common dilemma, featuring very short implementation and configuration time spans. In most cases, TES does not require scripting or coding. Therefore, it is simple to turn TES into the central control panel for all enterprise workload needs. TES offers extensive integration with most popular ERP, database, Business Intelligence (BI) and big data packages, such as Microsoft, SAP, Informatica, Oracle, and IBM.

Cisco's robust implementation of agent pooling allows administrators to designate resource pools for processing certain workloads. TES will then dynamically place these workloads on hardware resources where they can be processed in compliance with applicable SLAs. TES supports agentless scheduling and offers the ability to automatically place jobs onto the most suitable systems, hence avoiding resources that are overloaded or unavailable. Regarding disaster protection, Cisco's solution offers all essential features, such as fault tolerant agents, highly available servers, and automated job re-run. TES does not support any specific CMDB, but allows querying CIs (Configuration Items) via API. TES integrates with VMware vCenter to create, reconfigure, and decommission virtual machines, based on workload requirements (just-in-time computing).

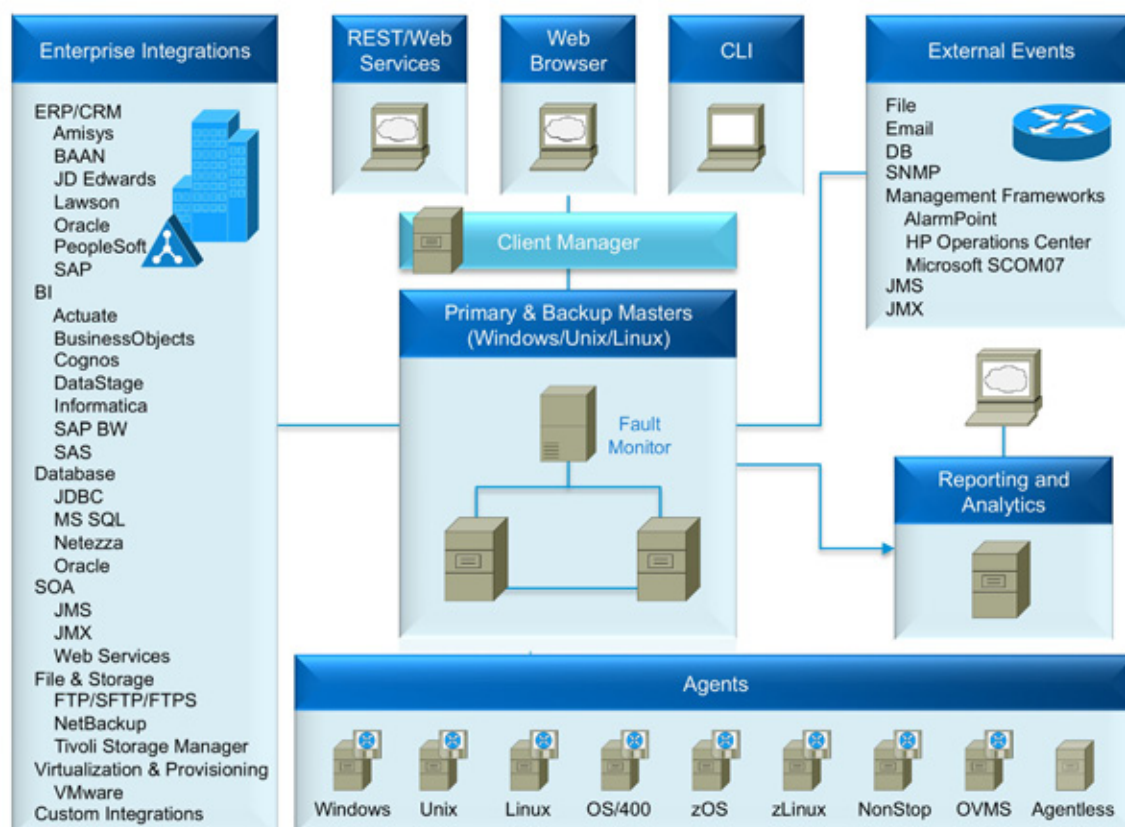


Figure 11: Cisco TES Architecture

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Functionality

Ease of use is one of the core value propositions of the Cisco workload automation product. TES provides a simple, yet scalable and well-performing workload automation system, with an extraordinarily small footprint. TES can control and integrate almost any enterprise application and operating system scheduler. The TES user interface is not customizable, but customers can either apply role-specific filters or create their own dashboards based on the exposed XML interface. TES supports Android and Blackberry platforms, but does not yet offer application support for iOS (iPad/iPhone). The TES security model integrates with LDAP (Lightweight Directory Access Protocol) or Microsoft Active Directory and allows for easy and granular management of user roles and groups.

When combined with Terma JAWS, Cisco Tidal receives top scores in the monitoring, forecasting, analytics, reporting, and alerting categories, as well as in root cause analysis. Through Terma JAWS, TES customers can fully benefit from advanced business service dashboards, to align workload performance with SLA requirements.

Deployment & Administration

This is the category where TES truly shines. Multiple enterprise customers have reported deployment times of less than one week. This is unique in a marketplace where implementation timeframes are often measured in months.

In the future, Cisco will leverage its Cisco Workplace Portal – based on technology acquired through the newScale acquisition – to offer advanced self-service for TES. Users will then be able to leverage this portal to monitor and edit workloads. Also on Cisco's roadmap are deeper BI and big data integration, integration with resource dependency modeling solutions, iOS and Windows Mobile support, and integration with Cisco Process Orchestrator.

Cost Advantage

Regarding licensing cost, TES is located in the middle of the pack, but shines with low implementation and administration cost. TES is a lightweight system that can be quickly installed to complement and gradually replace legacy schedulers.

Vendor Strength

With a market capitalization of \$108 billion, \$43 billion of annual revenue and \$6.5 billion net income, Cisco is the second largest vendor, after IBM, participating in this EMA Radar Report. In addition to its financial stability, Cisco shows a strong vision that is expressed in a roadmap filled with highly relevant items, such as BI integration, mobile applications, and the inclusion of resource dependencies into the workload placement decision process. The fact that Cisco offers a fully functional trial version of TES for download on its Web site, shows confidence in the strength and simplicity of the product. With only approximately 450 customers, TES has to be counted among the challenger products, with significant potential of becoming a market leader, if Cisco puts its vision into practice.

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Strengths & Limitations

Strengths

- **Simplicity:** Simplicity can be seen as a new trend in workload automation. TES has helped coin this trend, with its easy-to-use interface and script-less integration with enterprise applications.
- **Rapid Implementation:** Customers repeatedly mentioned implementation times of one week. This fact is a strong argument for organizations looking for workload automation solutions to take a close look at TES.
- **Wide range of enterprise product integration:** Strong integration with all the leading enterprise applications, including most big data packages can be seen as central strengths.
- **Agentless scheduling:** TES supports agentless scheduling, which can significantly decrease deployment, maintenance, and upgrade cost.

Limitations

- **No Amazon EC2 support:** Support for dynamically provisioning, maintaining, and decommissioning Amazon EC2 resources is on the Cisco roadmap. However, EC2 support is announced for the TES 6.1 release in the third quarter of 2012.
- **No iOS support:** iOS devices constitute the majority of mobile devices used for business. While TES is accessible through mobile browsers, customers still have to wait for iOS application support.

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