

Cisco Tidal Upgrade Consulting Service for Enterprise Scheduler

Simplify customer upgrades to new software versions and rapidly deploy new functionality to make sure of maximum scalability and reliability and accelerate your return on investment.



Benefits

Cisco Tidal Upgrade Consulting Service for Enterprise Scheduler uses leading practices and time-tested methodologies to:

- Increase IT automation through standardized enterprise job scheduling
- Optimize job schedules
- Recommend improvements to architecture, hardware, and software configurations
- Deliver a best practices-based system and application assessment

Challenge: Minimizing Operations Disruptions During Upgrades

Effective job scheduling is critical to your company's operations. Therefore, you have to address the challenges of keeping your job scheduling environment well tuned and up to date while simultaneously keeping pace with multiple organizational needs.

When you deploy our enterprise job scheduling solution, you have taken a critical step toward simplifying the process of creating complex job workflows with extensive dependencies across multiple technologies. So, in order to upgrade to new versions of Enterprise Scheduler, your IT staff will require ample resources and time, which are often in tight supply, in order to keep your IT infrastructure running smoothly.

Solution: Simplifying Upgrades for Cisco Tidal Enterprise Scheduler

Cisco Tidal Enterprise Scheduler experts can help you address this challenge. In collaboration with your IT operations team, we take a systematic approach to helping you quickly and precisely map and implement your Enterprise Scheduler upgrade.

We do this through a unique program, the Cisco Tidal Enterprise Scheduler Upgrade Service, which simplifies customer transitions to new software

versions and rapidly deploys new functionality to make sure of maximum scalability and reliability. This service engagement enables you to use our domain experts to create a test upgrade environment in which we rapidly eliminate issues and transition to a production system. The service also includes post-upgrade support and issue resolution, as well as recommendations that extend the use of Enterprise Scheduler across your environment, to increase the benefits gained through intelligent workflow automation.

Precise Planning, Rapid Implementation

In concert with your IT operations staff, we help plan the upgrade project to take advantage of the latest functionality and quickly deploy new software releases. We help minimize the most common risks of upgrades and keep your project on time and within budget.

We will deliver the following upgrade and optimization tools:

- Assessment, review, and recommendations report: provides detailed health check and recommendations for optimizing current production environment
- Customer-specific upgrade path: outlines steps to a successful upgrade and makes the best use of the enhanced functionality
- Support services: provide pre- and post-upgrade support to make sure of a smooth transition

- Knowledge transfer sessions: provide customer user community with detailed information about new functionality

Cisco consultants bring expert, detailed knowledge about the functionality of the target release, evaluate any custom code for reimplementation or replacement with standard functionality, and configure or assist you to configure the new functionality.

You can quickly benefit from our help in this process by seeing lower total cost of your ownership and increases in system performance. You will also see:

- Reduced upgrade time
- Rapid deployment of new functionality
- Rapid user assimilation of new capabilities
- Reduced risks and problems during upgrade process
- Problem prevention through a solid deployment and complete user education
- Optimized processes through better system performance

Your organization will benefit from the ability to remain on schedule while achieving a faster and more effective software upgrade because this upgrade service also includes the following deliverables:

Phase One:

Cisco Tidal Professional Services consultant:

- Creates test database environment mirroring production environment
- Sets up isolated testing environment
- Performs health and corruption check on test database prior to upgrade
- Conducts detailed system validation and testing of upgrade environment
- Supports any component related installations and upgrades
- Teams with users to set up test jobs and conduct data validation and user acceptance testing
- Upgrades any desktop clients required for testing environment
- Provides detailed upgrade checklist to be used for production upgrade
- Creates plan for production upgrade and determines downtime
- Conducts database validation and makes sure of integrity

Phase Two:

Cisco Tidal Professional Services consultant:

- Provides readiness assessment
- Prepares downtime
- Upgrades production
- Conducts final post upgrade testing
- Provides issue resolution and postproduction support
- Provides knowledge transfer and working samples file events, email, variable events, resources, SFTP, agent outages, and other primary enhancements
- Conducts upgrade difference training and best practices
- Delivers complete status report detailing accomplishments, issues, next steps, and other pertinent information about the on-site engagement

Each of our consultants brings to the upgrade service a deep understanding of the inner workings of Enterprise Scheduler, strong IT operations expertise, and rapid access to our R&D and support staff. This combination, and our proven upgrade methodology, enables you to quickly deploy new versions and realize ongoing benefits of our enterprise grade scheduling solution.

Why Cisco Services

Realize the full business value of your technology investments more quickly with intelligent, personalized services from Cisco and our partners. Backed by deep technology expertise and a broad ecosystem of partners, we enable you to successfully plan, build, and run your IT infrastructure as a powerful business platform. Whether you are looking to quickly seize new opportunities to meet rising customer expectations, improve operational efficiency to lower costs, mitigate risk, or accelerate growth, we have a service that can help you.

Availability

The Cisco Tidal Upgrade Consulting Service for Enterprise Scheduler is a statement of work (SOW)–based service and is widely available. Contact your local service account manager about availability in your area.

For More Information

For more information about Cisco Tidal Services, contact your local Cisco account manager or visit www.cisco.com/en/US/products/ps11168/serv_home.html.



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