Cisco Tidal Intelligent Automation for SAP Implementation Service

Challenge: Achieve Your Automation Goals More Quickly

IT process automation answers a wide range of pressing priorities for your business, such as mitigating risk, lowering total cost of ownership, optimizing operational efficiency, improving regulatory compliance, and standardizing best practices across heterogeneous environments. You want to realize these benefits as quickly as possible from your Cisco® Tidal Intelligent Automation for SAP platform.

Cisco Tidal Intelligent Automation for SAP Implementation Service provides a fast, efficient planning and implementation process based on Cisco best practices and proven methodologies. Our professional services team has expertise in both IT process automation and SAP environments. In as little as five days, your Cisco Tidal Intelligent Automation for SAP solution can be implemented, validated, and documented. Your busy SAP Basis team can stay focused on keeping current operations running smoothly, while your automation improvements are already showing measurable results.

Solution: Tidal Intelligent Automation for SAP Implementation Service

After a thorough assessment of your environment and a review of your specific business needs, we will develop a detailed plan to install and configure Cisco Tidal Intelligent Automation for SAP to automate specific SAP functions around incident response, task management, corrective actions, and system copy activities.

We work with all of the stakeholders in your organization, from the security team to the SAP Basis team and database administrators. Although the engagement is designed to be fast and efficient, we incorporate milestone checkpoints to review findings, progress, and any outstanding issues. Our goal is to make sure that your team is informed and aware, without disrupting day-to-day operations.

During the planning phase, it is not uncommon for customers to start envisioning new ways to extend and optimize their automated environment. We can capture and incorporate those ideas into your implementation plan. Using our Cisco Tidal Intelligent Automation for SAP Training services, your SAP Basis team can then add these capabilities using Cisco Tidal Intelligent Automation's built-in editor.

Table 1.   Service Activities and Deliverables

Activities	Deliverables
Planning and requirements	• Familiarize your SAP Basis team with the capabilities of Cisco Tidal Intelligent Automation for SAP and the implementation process in order to create a common understanding of the platform and project early on • Conduct an architectural review of your SAP environment covering the complete application service lifecycle, including SAP service delivery, Run Book automation for SAP, system copy/refresh automation, automated incident response and corrective actions, continual services optimization, and task automation • Size all databases as part of architectural review to make sure that the necessary resources are available for successful implementation • Identify any manual processes that cannot be automated out of the box; if desired, Cisco can provide a customized solution for these processes to make sure that the delivered solution meets all of your architectural and business requirements • Conduct an on-site planning session with all stakeholders to review and confirm architectural requirements • Prepare a detailed plan for implementation for review by the SAS Basis team and other stakeholders prior to installation
Installation and configuration	• Facilitate information transfer from database administration teams and the SAP Basis team • Set up data repositories, coordinating with database administrators, systems administrators, email administrators, and security team, as required • Accelerate implementation with minimal disruption to your environment and your data center team
Validating output	• Provide project documentation, including detailed information on automated incidence response through resolution, automation of health and maintenance checks, corrective actions based on SAP best practices, and auditing and reporting capabilities for enforcing regulatory compliance
Knowledge transfer	• Transfer knowledge to your team through regular communication from project planning through the delivery of documentation

Benefits

Cisco Tidal Intelligent Automation for SAP Implementation Services can help you accelerate your IT process automation project and achieve your program goals more quickly. This service helps you:

- Familiarize your staff with the new capabilities of the Cisco Tidal Intelligent Automation for SAP solution to help make sure of a common understanding of what the new automated environment will provide
- Accelerate the benefits of your IT process automation initiation
- Achieve a smooth, rapid implementation of your IT process automation project with minimal disruption of your existing operations

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

Cisco Tidal Intelligent Automation for SAP Implementation Services is widely available. Check with your local Cisco representative for availability in your area.

For More Information

To learn more about the Tidal Intelligent Automation for SAP and other Cisco Tidal products and services, visit www.cisco.com/en/US/products/ps11168/serv_home.html.

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